



Technical Standards

MEDICAL OFFICE SPECIALIST

Washburn Institute of Technology/Washburn Tech

The technical standards discussed in the following chart define performance expectations that must be met for advancement through and successful completion of the **Medical Office Specialist Program**. It is the policy of Washburn Tech to provide reasonable accommodations for those with disabilities, health impairments, and other disabling conditions. These standards can also be used to determine whether accommodations or modifications are necessary and have been established through consideration by faculty and consultation with the following sources: consultation with the advisory committee for the program, The Vocational Rehabilitation Act, The Americans with Disabilities Act, Dictionary of Occupational Titles, O*Net Online developed for the U.S. Department of Labor.

ABILITY	STANDARD	Some examples of necessary activities (not all inclusive)
Physical Demands / Motor Skills/ Sensory Skills	<ul style="list-style-type: none"> • Candidate/Student must have the ability to perform physical activities that require considerable use of hands and arms, sitting for long periods of time, repetitive tasks, and using sensory skills. This will include oral comprehension, written expression, oral expression, speech clarity, near vision, speech recognition, and the ability to learn medical terminology. 	<ul style="list-style-type: none"> • Sit in a chair for up to four hours with minimal breaks • Complete repetitive motion tasks. • Type 25 wpm to enroll in the class and are encouraged to increase at least 20 wpm over the length of the program. • Memorize medical terminology. • Type documents from spoken word for medical documents and correspondence using correct medical terminology and spelling. • Listen and to understand information and ideas presented through spoken words and sentences. • Read and understand information and ideas presented in writing, including detailed medical information from medical reports and other medical documents. • Communicate information and ideas in writing so others will understand. • Communicate information and ideas verbally so others will understand. • Speak clearly so others can understand. • See details at close range. • Identify and understand the speech of another person, within limits of knowledge of the English language.
Critical Thinking/ Observation/ Sensory/ Reasoning Skills	<ul style="list-style-type: none"> • Candidate/Student must be able to use logic and reasoning to identify the strength and weaknesses of alternative solutions, conclusions or 	<ul style="list-style-type: none"> • Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

	<p>approaches to problems.</p> <ul style="list-style-type: none"> • Must also be able to be attentive in the classroom, observe demonstrations, and participate in class. 	<ul style="list-style-type: none"> • Understand written sentences and paragraphs in work-related documents • Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. • Understand the duty of the medical office professional to continually seek out new information for both current and future problem solving, decision-making and correct medical documents. • Manage one's own time and the time of others. • Monitor and assess performance of self, other individuals, or organizations to make improvements or take corrective action. • Organize things or actions in a certain order or pattern according to a specific rule or set of rules (patterns of numbers, letters, words, pictures, mathematical operations). • Recognize when something is wrong or is likely to go wrong. • Generate or use different sets of rules for combining or grouping things in different ways. • Have the ability to extract information from a variety of sources to create correct documents and conclusions.
<p>Behavioral / Social Skills and Professionalism</p>	<ul style="list-style-type: none"> • Candidate/Student must have sufficient personal skills for successful interactions with customers, colleagues, supervisors, and others from a variety of social, emotional, cultural, and intellectual backgrounds. • Candidate/Student must be able to take direction and also be able to work independently in the program. 	<ul style="list-style-type: none"> • Take part in face-to-face discussions with individuals in work areas. • Have face-to-face discussions with clients. • Demonstrate proper telephone etiquette in demanding situations. • Maintain good personal hygiene. • Demonstrate professional conduct and appearance with medical staff, office staff, and patients. • Work as an effective team member. • Demonstrate attributes of empathy, integrity, concern for others, interpersonal skills, interest and motivation within the confines of the medical office environment. • Maintain confidentiality and understand that it is not only an ethical consideration but a professional requirement. • Be an honest and ethical worker at all times. • Be pleasant with others, display a cooperative attitude, and maintain composure even in difficult situations. • Be exact in detail and thoroughness in

		<p>completing work tasks.</p> <ul style="list-style-type: none"> • Be consistently loyal to the employer. • Understand the importance of discovering errors and bringing these to the attention of a supervisor in a timely manner.
Communication Skills	<ul style="list-style-type: none"> • Candidate/Student must be able to communicate not only in speech, but reading and writing in English as well as a professional vocabulary of medical terminology, medical office documents, and medical office procedures. 	<ul style="list-style-type: none"> • Communicate effectively in writing as appropriate for the needs of the audience. • Exhibit effective use of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. • Use medical terminology, including definitions and correct spelling, effectively and appropriately. • Be able to correctly format medical documents and correspondence. • Use medical software correctly.
Working Conditions	<p>NOTE: At time of employment may be expected to have a resume, a valid Driver's License or means of transportation, pass a drug test, pass a background check, and Social Security number or documentation to legally work in the United States, may also be expected to take specialized test for knowledge of terminology, spelling, and typing .</p>	<p>NOTE: Many agencies and companies have specific requirements that must be met before hiring or accepting to be a part of an OJT experience.</p>

Washburn University prohibits discrimination on the basis of race, color, sex, religion, age, national origin, ancestry, disability, marital or parental status, sexual orientation/gender identity, genetic information, or other non-merit reasons, in University programs and activities, admissions, educational programs or activities, and employment, as required by applicable laws and regulations. The following person has been designated to handle inquiries regarding the non-discrimination policies: Dr. Pamela Foster, Equal Opportunity Director, Washburn University, 1700 SW College Ave, Topeka, Kansas 66621, 785.670.1509, eodirector@washburn.edu



PLEASE COMPLETE THIS FORM AND RETURN IT TO THE INSTRUCTOR.
TECHNICAL STANDARDS FOR ENROLLMENT IN Medical Office Specialist.
Washburn Institute of Technology

CHECK ALL THAT APPLY.

- I understand the expectations, as explained on the previous page, must be for advancement through and successful completion of the Medical Office Specialist program.
Upon admission to the program, I received a copy of the Technical Standards and they have been explained to me.
I would like to discuss the Standards checked below.
A. Physical Demands / Motor Skills
B. Critical Thinking /Sensory/Observation / Reasoning Skills
C. Behavioral / Social Skills and Professionalism
D. Communication Skills
E. Working Conditions

QUESTIONS OR COMMENTS: (If additional information, attach another page.)

SIGNATURE _____ DATE _____

PLEASE PRINT NAME _____

The Special Support Services (SSS) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Tech for persons with disabilities. Qualified students with disabilities MUST register and provide documentation with the office to be eligible for services. New requests for accommodations should be submitted two months or more prior to the date services should begin; however, contact the SSS Office as soon as a need may arise. Depending on the accommodation request, four to eight weeks lead time may be needed for timely and effective provision of services. SSS coordinates and assist in arranging services it deems appropriate for eligible students on a case-by-case basis.

If you are a student with a disability that may substantially limit your ability to participate in this class and believe you will need accommodations, it is your responsibility to contact:

Who: Testing/ADA Coordinator
Phone: 785-228-6356
E-Mail: ssscoordinator@washburn.edu

Student may voluntarily identify themselves to the instructor for a referral to the Special Support Services Coordinator.

Under the Family Educational Rights and Privacy Act, when a child turns 18 or attends a postsecondary institution, (if that happens first) all rights of the parents transfer to the student

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