



MEDICAL ADMINISTRATIVE SPECIALIST PROGRAM

CLASSROOM POLICY AND PROCEDURES 2025 — 2026

TOM P. HANEY TECHNICAL COLLEGE
PANAMA CITY, FLORIDA

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GENERAL RESPONSIBILITIES AND PROCEDURES

- ⌚ All students must adhere to the Medical Administrative Specialist Program's dress code. Black Scrubs, Closed Toe Shoes, and Student ID must be worn at all times Monday – Friday. Students not adhering to the dress code will be asked to leave class and will be allowed to return once they are in the proper attire; students will also lose points from their Employability Grade. (See dress code details further on.)
- ⌚ Be sure your unaltered Student ID is visible at all times while on campus, including the parking lot. If you do not have your Student ID on you, you will not be allowed into the building and cannot badge in for class. You may purchase another Student ID from Student Services or from Mrs. Adams at the front desk of our building.
- ⌚ Make sure you swipe your badge each morning, when you leave for lunch and return from lunch, and at the end of the day. This is your responsibility.
- ⌚ Be on time! Time missed due to late arrivals and early departures is counted against you.
 - € A student's total absences cannot exceed 10% of the scheduled hours per enrollment period. If you will be out for any reason, please send a message through Remind letting your instructors know. Students not adhering to this request will lose points from their Employability Grade. (See Remind details further on.)
 - € Do not leave the classroom unless you have informed the instructor. You will lose minutes from your day if you leave the classroom for prolonged periods of time or too often.
- ⌚ Remember that Tom P. Haney Technical College is a tobacco free campus (which includes electronic cigarettes). **Students may NOT smoke on campus or in their vehicles.**
- ⌚ Cell phones must be set to silent and placed in your assigned locker. Please review the school policy as written in the school handbook.
- ⌚ Food/drink(s) are NOT allowed in the classroom. Only LABELED bottle water. There are NO exceptions!
- ⌚ You may listen to music in the classroom **IF:**
 - € You are on-target for your completion dates.
 - € No music is loaded on the computer.
 - € You provide your own headphones.
 - € You can hear when the instructor addresses you.
 - € No Air Pods are allowed.



TOM P. HANEY
TECHNICAL COLLEGE

SCHEDULE

Time	Period
7:45A - 10:45A	Morning Session
10:45A - 11:30A	Lunch
11:30A - 2:30P	Afternoon Session

COMPUTER USE

Access only the files and programs that you need in the daily tasks as assigned.

- ⊖ At the end of class/day you should sign out of your computer and leave your workstation neat and clean.
- ⊖ THERE IS NO WEB SURFING UNLESS AN ASSIGNMENT REQUIRES IT.
- ⊖ Save everything to the location given by your instructor. Save often. Before you walk away from your computer, lock it. Press the “Windows” key and the “L” key simultaneously.

GRADE SHEETS

- ⊖ Each OCP is made up of different Grade Sheets which will count as a final grade for this program.
- ⊖ Grade Sheets contain formative (practice/classwork) assignments and summative (tests/projects) assignments.
- ⊖ Formative (practice/classwork) assignments are checked by the instructor and must be completed before taking a test.
- ⊖ Summative (tests/projects) assignments are marked on the Grade Sheets in yellow and are to be submitted to your instructor for grading.

Be aware that you must complete each OCP (Occupational Completion Point) with an average of 80% and within the allotted industry time frame in order to receive a certificate.



TEST TAKING

- ⌚ Tests cannot be taken unless ALL previous assignments are completed by you.
- ⌚ DO NOT start a test if you can't complete the test fully in the time left in the class period.
- ⌚ Tests will not be given after 10:15A or 2:00P.
- ⌚ When ready to take a test, see the instructor. Assignments must be submitted and checked for completion.

ACADEMIC MISCONDUCT

- ⌚ Students caught cheating will be subject to penalties, including a zero for the assignment and dismissal from the program without a refund. (Signature required on academic misconduct form).

GRADING POLICY

OCP Grade Sheets	
Summative Assignments (tests)	65% of your final grade
Formative Assignments (work to be completed)	10% of your final grade
Employability Skills	25% of your final grade

GRADUATION REQUIREMENTS

Students must complete each OCP with at least an 80%, complete three weeks (90 hours) of internship, and pass the CMAA exam with at least a 390 or above/500.



Work Based Learning Objectives/Competencies:

- Provide students with the opportunity to develop and apply a “real-world” work experience using the knowledge and skills gained in the Medical Administrative Specialist program of study.
- Students will demonstrate the following skills acquired in the Medical Administrative Specialist course:
 - ⌚ Demonstrate knowledge, skill, and application of information systems to accomplish job objectives. (Framework 16.0)
 - ⌚ Demonstrate human relations/interpersonal skills appropriate for the workplace. (Framework 23.0)
 - ⌚ Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. (Framework 27.0)
 - ⌚ Use technology to increase medical office support productivity. (Framework 32.0)
 - ⌚ Demonstrate employability skills. (Framework 35.0)
 - ⌚ Demonstrate positive human relations and leadership skills in the workplace. (Framework 38.0)

PROGRAM REQUIREMENTS

FLDOE

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.



The content includes but is not limited to:

- ø Use of technology to develop communication skills, high level thinking skills, and decision-making skills.
- ø Medical Terminology.
- ø Performance of office procedures specific to the medical environment.
- ø Transcription of medical documents from machine dictation.
- ø Production of quality work in an efficient manner using advanced features of business software applications.
- ø Research of job opportunities.
- ø Production of high-quality employment portfolios and job-seeking documents.
- ø Participation in a simulated workplace environment.

Pre-requisite(s); Co-requisite(s): None

10 Months/2 Semesters

PROGRAM CONTENT

Medical Office Procedures

Medical Terminology

Medical Billing Procedures

Medical Transcription

Medical Law & Ethics

Electronic Health Records

Medical Coding

Customer Service

Employability Skills

Work-Based Training with Industry Leaders

HIPAA Training



INDUSTRY CERTIFICATIONS

Students have the ability to take the following, only if all work through OCP A has been completed prior to testing:

Obtained in OCP B

Microsoft Office Specialist (Word/PowerPoint/Excel only)

Students have the ability to take the following, only if all work through OCP C has been completed prior to testing:

Obtained in OCP D

CMAA* (Certified Medical Administration Assistant — National Healthcareer Association)

*Needed for graduation.

CEHRS (Certified Electronic Health Records Specialist — National Healthcareer Association)

CAREER PATHS

Medical Administrative Assistant
Medical Office Secretary
Medical Receptionist
Medical Records Technician
Billing Department Specialist
Insurance Verification Specialist
Surgical/Procedural Scheduler
Patient Access Representative

PROGRAM OUTLINE

This program offers a comprehensive foundation of knowledge and skills expanding the traditional role of the medical secretary. The content includes the use of technology to develop communication skills, higher level thinking skills, and decision-making skills: medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

This program is a planned sequence of instruction consisting of Information Technology assistant and three additional occupational completion points. Secondary or post-secondary students who have previously completed Business Technology Education Core will not have to repeat core. A



student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

Basic Skill Level Requirements: Computations: 10, Communications: 10.

Medical Administrative Specialist program B070300 structure:

Course Number	Course Title	Course Length	OCP	Credits
OTA0040	Information Technology Assistant*	150 hours	A	1
Student will learn entry-level skills for the medical administrative specialist industry. Hands-on training combined with laboratory and classroom experiences gives the student a full understanding of operating systems, keyboarding, business communications, and computer applications with word processing, spreadsheet, and presentation software as it relates to the medical administrative industry.				
OTA0041	Front Desk Specialist	300 hours	B	2
Students will learn entry-level skills for the medical administrative specialist industry. Hands-on training combined with laboratory and classroom experience gives the student a full understanding of working in a medical office environment, including records management, and maximizing efficiency utilizing technology and word processing, spreadsheet, and presentation software.				
OTA0631	Medical Office Technologist	300 hours	C	2
Students will learn entry-level skills for the medical office industry. Hands-on training combined with laboratory and classroom experiences gives the student a full understanding of medical document preparation, medical terminology, transcription, billing, collections, and scheduling, legal and ethical procedures. Records; management, HIPAA, and patient confidentiality. Typically, students will spend time away from the classroom in an actual work-based opportunity.				
OTA0651	Medical Administrative Specialist	300 hours	D	2
Student will learn entry-level skills for the medical administrative industry. Hands-on training combined with laboratory, classroom, and work-based experiences gives the student a full understanding, medical terminology, insurance medical transcription business ethics, health safety and legal responsibilities.				

*Note: OTA0040 is a core course.

MICROSOFT OFFICE FOR STUDENTS

Microsoft Office is available for **FREE** to Bay District students while they are enrolled in Bay District Schools. This benefit will allow students to install the full Office applications on up to 5 PCs or Macs for free. The following instructions will guide you through the process of obtaining a copy for your PERSONAL windows computer.

This download agreement is between the user and Microsoft. Please pay close attention to any listed support links and phone numbers in case of difficulty during this process. DO NOT contact the Bay District Help Desk if you have problems during this download.



- 1.) To start, go to <http://www.office.com>/students and enter your “<username>@baystudent.org”.
- 2.) Click “Get Started”
- 3.) Click “I’m a student”
- 4.) The next screen will instruct you to login to your baystudent.org Gmail account to complete the download and install process.
- 5.) If you have never logged in to this email account your teacher needs to contact the BAYNET help desk to get your password reset.
- 6.) In your email you will have the following message. If your address is correct, click “Yes that’s me”
- 7.) Fill out the application that comes up, and click “Start”
- 8.) Remember your password. You can login to the Office 365 home page at <http://portal.office.com> (username@baystudent.org) for support and other information concerning your office account.
- 9.) Uncheck the “Bing” & “MSN” checkboxes, then click “Install now”
- 10.) A Save As window will open. Please save the install file to your Desktop. On your desktop, click on the install file you saved to start the installer.
- 11.) Installation may take up to 20 minutes.
- 12.) Enjoy your new Microsoft Office!

REMIND MESSAGING SYSTEM CONSENT FORM

Medical Admin Specialist program will utilize the Remind App to send emails and text messages to provide you with important information about school events and/or emergencies. We will utilize Remind to notify you of school delays or cancellations due to inclement weather or other emergencies that occur. Please make sure these numbers and email addresses are updated with the instructors. Be aware that normal text messaging rates may apply to the messages you receive.

Student Name _____

Phone Number _____

Secondary Phone Number _____



Email Address _____

Secondary Email Address _____

By providing the above information and signing this form, you are authorizing Tom P. Haney Technical College to deliver automated informational emails or text messages to the numbers and emails you provided above. If you change your phone number or no longer want to receive texts or emails, you agree to inform your instructors immediately.

I agree that this consent will remain valid and I will continue to receive automated messages until I revoke my consent.

Student Signature: _____ Date: _____



ACADEMIC INTEGRITY

Academic dishonesty and cheating will not be tolerated in the Medical Administrative Specialist program. I understand consequences for cheating and other forms of academic dishonesty can be very serious. I affirm that I will not give or receive help on assignments and exams from other students unless directed by the instructor.

I accept responsibility for my role in ensuring the integrity of the work I submit.

I understand the consequences of cheating will be dismissal from the Medical Administrative Specialist program.

Please sign and date below.

Student Signature: _____ **Date:** _____



CLASSROOM RULES FOR MEDICAL ADMINISTRATIVE SPECIALIST

- ⌚ You must be in proper attire; Badge, Black Scrubs, Black Scrub Jacket, Closed Toe Shoes.
- ⌚ Class has two sessions: 7:45A — 10:45A and 11:30A — 2:30P.
- ⌚ The Class Door will open at 7:40A and 11:25A. Outside of these times, the door is to remain closed and locked at all times. STUDENTS ARE NOT TO PROP THE DOOR OPEN.
- ⌚ Please be seated by 7:45A with your phone placed in your locker. If/When there is need for a Class Meeting, we will meet as a group at 8:00A.
- ⌚ Please only take a quick break in the mornings and afternoons for the bathroom and to check your phone.
- ⌚ If you need to step out of class for a phone call, badge out, and badge back in once you return to class.
- ⌚ You must work in your Essential Education Course from 10:25A — 10:40A each day until the required coursework is completed.
- ⌚ We will stop our morning session at 10:40A.
- ⌚ Lunch is from 10:45A — 11:30A.
- ⌚ You may not eat or drink in the classroom with the exception of hard candy and water.
- ⌚ You may use the refrigerator in the closet. However, leftover food from lunch may not be left out for others to smell, and the refrigerator must be emptied at the end of each day.
- ⌚ Do not walk in the classroom talking on your phone. Phone calls are for outside of the classroom.
- ⌚ If you are going to be absent from class for the entire day, the entire morning session (7:45A — 10:45A), or the entire afternoon session (11:30A — 2:30P), you are to send your instructor an Email or Remind to let them know.
- ⌚ Lockers are for your cell phone and are great for storage.
- ⌚ We will stop our afternoon session at 2:25P.
- ⌚ Class ends at 2:30P.



MEDICAL ADMINISTRATIVE SPECIALIST PROGRAM

2025 – 2026 DRESS CODE

BADGE:

TOM P. HANEY TECHNICAL COLLEGE I.D. WILL BE WORN AT ALL TIMES.

UNIFORM:

STUDENTS MUST WEAR BLACK SCRUBS WITH OR WITHOUT A BLACK SCRUB JACKET.
BLACK SCRUB JACKET
BLACK ZIPPERED JACKET (FOR COLD CLASS DAYS)
CLOSED TOED SHOES (TENNIS SHOES)
¾ SLEEVE/LONG SLEEVE UNDERSHIRTS (WHITE/BLACK/GREY)

FRIDAY ONLY

TOM P. HANEY TECHNICAL COLLEGE T-SHIRT WITH JEANS (JEANS WITH NO HOLES/RIPS/TEARS/FRAYS)
BLACK SCRUBS
BLACK SCRUB JACKET
BLACK ZIPPERED JACKET (FOR COLD CLASS DAYS)
CLOSED TOED SHOES (TENNIS SHOES)

NO

BOOTS/CROCS/HEELS/SANDALS/SLIDES/SLIPPERS
HATS
HOODED SWEATSHIRTS
LEGGINGS/WORKOUT CLOTHING
SHORTS
SWEATPANTS OR JOGGING SUITS
TANK TOPS

**IF YOU COME TO CLASS ILL-PREPARED, YOU WILL BE ASKED TO LEAVE
AND YOU MAY RETURN ONCE YOU HAVE OBTAINED THE PROPER
ATTIRE.**



MEASURING YOUR SOFT-SKILLS IQ

Directions: Mark the box under the heading that best represents the level of soft-skill you display on the job or would display on the job. The skills are in no certain order. Scoring your Soft-Skills IQ directions follow the assessment.

	Nonexistent	Poor	Average	Good	Excellent
Example: Commitment	<input type="checkbox"/>				
1. Exhibit dependability	<input type="checkbox"/>				
2. Be self-motivated	<input type="checkbox"/>				
3. Display self-esteem	<input type="checkbox"/>				
4. Exhibit self-management	<input type="checkbox"/>				
5. Display integrity and honesty	<input type="checkbox"/>				
6. Manage emotions under stress	<input type="checkbox"/>				
7. Demonstrate flexibility/adaptability	<input type="checkbox"/>				
8. Exhibit loyalty/commitment	<input type="checkbox"/>				
9. Exhibit pride	<input type="checkbox"/>				
10. Show creativeness	<input type="checkbox"/>				
11. Maintain clean/orderly/safe work area	<input type="checkbox"/>				
12. Demonstrate punctuality	<input type="checkbox"/>				
13. Recognize the need to change	<input type="checkbox"/>				
14. Display responsibility	<input type="checkbox"/>				
15. Follow rules & regulations	<input type="checkbox"/>				
16. Show willingness to learn	<input type="checkbox"/>				
17. Seek work challenges	<input type="checkbox"/>				

18. Demonstrate oral speaking ability	<input type="checkbox"/>				
19. Manage temperament	<input type="checkbox"/>				
20. Exhibit positive attitude & behavior	<input type="checkbox"/>				
21. Show empathy toward others	<input type="checkbox"/>				
22. Exhibit patience	<input type="checkbox"/>				
23. Pay attention to details to be accurate	<input type="checkbox"/>				
24. Practice good personal hygiene	<input type="checkbox"/>				
25. Project professional dress	<input type="checkbox"/>				

Scoring Scale:

1. To calculate your “Soft-Skills IQ,” use the following scale:

0 = Nonexistent

1 = Poor

2 = Average

3 = Good

4 = Excellent

2. Add your total points. Your Soft-Skills IQ is your total points.

3. Use the following scale to measure your IQ:

90 – 100 = Excellent

80-89 = Good

70-79 = Average

60-69 = Poor

0 – 59 = You need to set specific goals and work to improve your IQ.

Is your “Soft-Skills IQ” high enough to grab the attention of entry-level employers?

NAME: _____

DATE: _____

C2-A



Welcome to the Medical Administrative Specialist Program

Hello and welcome to the Medical Administrative Specialist Program. My name is Mrs. May, and I would like to get to know you better. Please tell me a little about yourself by answering the following questions.

- 1) What is your name/preferred name?
- 2) Where are you from?
- 3) Where did you grow up?
- 4) Where have you worked?
- 5) What types of education or training do you have?
- 6) What types of careers or jobs have you previously had?
- 7) What are a few hobbies, sports, or recreational activities that interest you?
- 8) How did you hear about the Medical Administrative Specialist Program here at Tom P. Haney Technical College?
- 9) Why did you choose to pursue a career as a Medical Administrative Specialist?
- 10) In what areas do you think you will excel?
- 11) In what areas do you think you will fall short?
- 12) What are your plans for the future?
- 13) Anything else you would like me to know or that you would like to add?

If you need more room, please use the back of this sheet of paper or use a separate sheet of paper.

Soft Skills Checklist

Put an X in the column that best matches your opinion of each statement.

Name: _____ Date: _____	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
I often spend more time trying to think of ways to get out of things than it would take me to do them.				
Asking for help on the job is a sign of being weak.				
I think it's okay to take off time from work for personal reasons, even if I don't have vacation or personal leave available.				
I usually try to avoid doing job tasks that I dislike doing.				
I have held a couple of jobs for less than 3 months.				
If my child was sick my only option would be not to go to work.				
I'd rather quit a job than do something I don't think I should have to do.				
When someone makes me angry I get even.				
I find it difficult to take criticism without feeling hurt.				
I seem to be late more than I am on time for things.				
To cover a three month gap in employment it is okay to extend the end date of my last job.				
Success in life is a matter of luck.				
When I fail, it is usually someone else's fault.				
Being 5 or 10 minutes late for work is no big deal.				
My appearance does not affect my chances of getting a job, what I wear is an expression of who I am.				
It's okay to not call my supervisor when I'm sick and can't come to work.				
It is okay to ignore my co-workers.				
Texting or talking to my friends during work time is totally acceptable.				
Add up the number of Xs in each column	A	B	C	D

If you have two or more Xs in columns A or B, you could benefit from some additional soft skills training.

STUDENT PROFILE

First Name

Last Name

Student ID #

Enrollment Date

Address

City, State Zip

Email Address

Home Phone #

Cell Phone #

Emergency Contact

Phone # if different

Are you currently employed? YES NO

If yes, please complete: (Note: *We will not contact your employer*)

Employer: _____

Job Title: _____

I have been given a copy of, and/or read, and/or have been briefed on, and agree to conform to the following:

Program Outline(s)

Classroom Rules/Dress Code

Class Procedures/Grading Policy

Academic Integrity Notification

Employability Skills Rubric

Booklist

Yes, I have access to Wi-Fi at home.

Yes, I have access to a computer at home.

Signature

Date

TOM P. HANEY TECHNICAL COLLEGE
2025 – 2026 MEDICAL ADMINISTRATIVE SPECIALIST PROGRAM

Secondary Program #8212300

PSAV #B070300

Name _____

Student ID # _____

OCP A — Information Technology Assistant (150 Hours = 25 Days)		OTA0040	Date	Grade
18	Windows 10, Google Mail & Microsoft Office			
24	Keyboarding I			
42	The Office			
54	Ethics in the Workplace			
12	Workplace Safety & Health			
	Employability Skills I			
OCP B — Front Desk Specialist (300 Hours = 50 Days)		OTA0041	Date	Grade
18	Written, Verbal, and Telephone Communication			
66	Computer Applications I			
12	Personability® by NHA			
144	Computer Applications II w/MOS Certification			
24	Keyboarding II			
36	Basic Machine Transcription			
	Essential Ed — Work/Money/Computer Essentials			
	Employability Skills II			
OCP C — Medical Office Technologist (300 Hours = 50 Days)		OTA0631	Date	Grade
174	Medical Terminology			
72	Introduction to Medical Office Transcription			
54	Administrative Medical Assisting I			
	Employability Skills III			
OCP D — Medical Administrative Specialist (300 Hours = 50 Days)		OTA0651	Date	Grade
96	Administrative Medical Assisting II			
36	CMAA Exam Preparation & Testing			
18	Law, Liability, & Ethics for Medical Office Professionals			
42	CEHRS Exam Preparation & Testing			
90	Medical Office Work-Based Learning			
18	Employment Portfolio, Job Search, & Interview			
	Essential Ed — Work/Money/Computer Essentials			
	Employability Skills IV			