



## General Office, Medical Office 12 Months

### Program Information:

The order and length of time spent on each topic is subject to change. Some students take longer in some areas and a shorter time in others, depending on their abilities to master the content. The advantage of this program is that it works at the student's pace. All training is done using one-on-one instruction during a student's scheduled class time.

### Start Dates and Class Hours:

Office Careers has open-enrollment. Students may not initially get a preferred classtime. Available classtimes start between 8:00 am and 2:00 pm. Classes run Monday through Friday where training time is one to three-hours per day.

### MS Office:

Microsoft Office Suite of software is the workhorse of the business world. We use current releases so you can be familiar with the most current programs and qualify for better jobs. We teach Word, Excel, PowerPoint, Access and Outlook from beginning to advanced.

### Keyboarding/Ten Key:

Daily practice of keyboarding and occasional practice of 10-key using Mavis Beacon Teaches Typing. Typing goal: 35 wpm and 130 spm.

### Medical Office:

Prepares students to work under the supervision of office managers and other professionals, to perform routine administrative duties in a medical, clinical, or health care facility/system office environment. Includes instruction in general office skills, data processing, office equipment operation, principles of medical record-keeping and business regulations, medical/clinical office procedures, and communications skills.

### Customer Service:

Learn to assist customers with inquiries and problems in frontline call centers, help desks, tele service centers, and online. Includes instruction in user interfaces and user behavior; principles of hardware and software systems operation; customer interaction skills; telephone and e-mailing skills; data entry; and database and Internet searching and retrieval.

### Cost:

\$13,800.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per month. Tuition includes a specially configured laptop and devices described at the end of the training plan. Office Careers will make arrangements for internet access to deliver training services.

\$13,800.00 Total

Tuition is billed quarterly (every 90 days). Tuition is due at the start of training. Start dates may be any date Office Careers agrees to, based on instructor availability.



## General Office, Medical Office 12 Months

### Week 1

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Opening documents, editing, saving

### Week 2

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Roots  
MS Office: MS Word: Opening documents, editing, saving

### Week 3

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Roots  
MS Office: MS Word: creating business letters, creating reports

### Week 4

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Roots  
MS Office: MS Word: creating business letters, creating reports

### Week 5

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Roots  
MS Office: MS Word: creating business letters, creating reports

### Week 6

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Roots  
Medical Office: Medical Suffixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
MS Office: MS Word: creating business letters, creating reports

### Week 7

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Suffixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### Week 8

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Suffixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### Week 9

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Suffixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling



## General Office, Medical Office 12 Months

### Week 10

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Prefixes

Medical Office: Medical Suffixes

MS Office: MS Excel: Opening documents, editing, saving

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### Week 11

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Prefixes

MS Office: MS Excel: Opening documents, editing, saving

### Week 12

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Prefixes

MS Office: MS Excel: Opening documents, editing, saving

### Week 13

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Prefixes

MS Office: MS Excel: Opening documents, editing, saving

### Week 14

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Prefixes

Medical Office: Medical Terminology

MS Office: Computer: MS Windows basics, security

MS Office: MS Excel: Opening documents, editing, saving

### Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Terminology

MS Office: Computer: MS Windows basics, security

### Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Terminology

MS Office: Computer: MS Windows basics, security

MS Office: MS Access: Data entry into multiple tables

### Week 17

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office: Medical Terminology

MS Office: MS Access: Data entry into multiple tables



## General Office, Medical Office 12 Months

### **Week 18**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Abbreviations  
Medical Office: Medical Terminology  
MS Office: MS Access: Data entry into multiple tables

### **Week 19**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Abbreviations  
MS Office: MS Access: Filing: Alphabetic Rules.

### **Week 20**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Abbreviations  
MS Office: MS Access: Filing: Alphabetic Rules.  
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

### **Week 21**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Abbreviations  
MS Office: MS Access: Filing: Final exam

### **Week 22**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Health Insurance Intro  
Medical Office: Medical Abbreviations  
MS Office: MS Access: Filing: Final exam  
MS Office: MS Word: creating business letters, creating reports

### **Week 23**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Health Insurance Intro  
MS Office: MS Word: creating business letters, creating reports

### **Week 24**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Health Insurance Intro  
Medical Office: Medical Office Careers  
MS Office: MS Word: creating business letters, creating reports

### **Week 25**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Office Careers  
MS Office: MS Word: Tabs, Margins, Indents



## General Office, Medical Office 12 Months

### **Week 26**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 1  
Medical Office: Medical Office Careers  
MS Office: MS Word: Tabs, Margins, Indents

### **Week 27**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 1  
MS Office: MS Word: creating business letters, creating reports

### **Week 28**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 1  
Medical Office: Medical Laws & Ethics  
MS Office: MS Excel: Formulas, Formatting  
MS Office: MS Word: creating business letters, creating reports

### **Week 29**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Laws & Ethics  
MS Office: MS Excel: Formulas, formatting

### **Week 30**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Laws & Ethics  
MS Office: MS Excel: Formulas, formatting

### **Week 31**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Laws & Ethics  
MS Office: MS Excel: Formulas, formatting

### **Week 32**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Filing  
Medical Office: Medical Laws & Ethics  
MS Office: MS Excel: Formulas, formatting  
MS Office: MS Word: creating business letters, creating reports

### **Week 33**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Filing  
MS Office: MS Access: Forms and Reports



## General Office, Medical Office 12 Months

### Week 34

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Filing  
Medical Office: Medical Forms, Set 2  
MS Office: MS Access: Forms and Reports

### Week 35

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 2  
MS Office: MS Access: Forms and Reports

### Week 36

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 2  
Medical Office: Types of Health Insurance  
MS Office: MS Access: Forms and Reports  
MS Office: MS Access: Queries, entering and correcting data in tables

### Week 37

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Types of Health Insurance  
MS Office: MS Access: Queries, entering and correcting data in tables

### Week 38

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 3  
Medical Office: Types of Health Insurance  
MS Office: MS Access: Queries, entering and correcting data in tables  
MS Office: MS PowerPoint: Basic presentations

### Week 39

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 3  
MS Office: MS PowerPoint: Basic presentations



## General Office, Medical Office 12 Months

### Week 40

Customer Service: Customer Service: Entering data from phone calls  
Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Medical Forms, Set 3  
Medical Office: The Patient Experience  
MS Office: MS PowerPoint: Basic presentations

### Week 41

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: The Patient Experience  
MS Office: MS PowerPoint: Basic presentations

### Week 42

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Intro to Medical Coding  
Medical Office: The Patient Experience  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

### Week 43

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Intro to Medical Coding  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

### Week 44

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Intro to Medical Coding  
Medical Office: Textbook Chapter Reviews  
MS Office: Using Word, Excel and Access together

### Week 45

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: Textbook Chapter Reviews  
MS Office: Using Word, Excel and Access together



## General Office, Medical Office 12 Months

### **Week 46**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: CMS 1500 Form Intro  
Medical Office: Textbook Chapter Reviews  
MS Office: Review of MS Office including testing over programs  
MS Office: Using Word, Excel and Access together

### **Week 47**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: CMS 1500 Form Intro  
MS Office: Review of MS Office including testing over programs

### **Week 48**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office: CMS 1500 Form Intro  
MS Office: Review of MS Office including testing over programs

### **Week 49**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 50**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 51**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 52**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial





## **General Office, Medical Office 12 Months**

### **Laptops Provided by Office Careers:**

#### **Setup and Internet Access**

Essential equipment to attend classes remotely or onsite is included in the cost of all training plans. When a student uses a laptop from their home, they will need to sign an ownership agreement. Students may not use their own computers for classes unless they sign a terms agreement with Office Careers that releases us from any damages or loss of data.

Laptops provided by Office Careers are pre-configured for on-line communication and remote access. We setup our laptops for students with no prior computer experience. We have backups and safety built in so that we can repair a computer without a home visit and limit the loss of class days due to any technical issues.

Computers supplied by Office Careers may include a secondary monitor (our modern-day paper stand), and a wireless keyboard/mouse to avoid using the laptops keyboard. We can provide ergonomic devices that are generally sold at office stores or easily configure for prescribed devices. If needed, Office Careers will arrange for Internet service that may include paying the student to keep internet service running in their home. Only in cases where a student will need Internet access via Satellite, may other fees be negotiated as an additional expense.

**All other policies and holidays are posted at [officecareers.org](http://officecareers.org)**