



Business and Hospitality Division Technical Standards

Medical Office Administration

Purpose Statement

All students in the Medical Office Administration are expected to meet certain technical standards which are essential for successful completion of all phases of the program, and which reflect industry requirements and standards. To verify the student's ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program's technical standards does not guarantee a student's eligibility for any licensure, certification exam, or successful completion of the program.

Technical Standard	Definition of Standards	Examples
<p align="center">Critical Thinking/Problem Solving Skills</p>	<p>Medical Office Administration students will have critical thinking skills adequate to make informed decisions that demonstrate good judgement and to independently solve routine problems.</p>	<ul style="list-style-type: none"> • Complete assignments on time, adhere to deadlines, analyze information to come up with possible solutions • Plan a meeting or conference • Troubleshoot software application issues • Demonstrate the ability to multi-task and adapt to and display flexibility in changing situations • Perform the above skills independently
<p align="center">Interpersonal Skills</p>	<p>Ability to work collaboratively and effectively with a diverse population in a variety of settings and situations.</p>	<ul style="list-style-type: none"> • Work as a team in college classes for group work • Demonstrate respect for those whose appearance, condition, beliefs, and values may conflict with your own • Demonstrate sufficient emotional health to perform under stress, exercise good judgement, promptly complete all academic work and work-based learning responsibilities
<p align="center">Communication Skills</p>	<p>Abilities sufficient for verbal and non-verbal communication encountered within the college and office environment.</p>	<ul style="list-style-type: none"> • Understand and respond to all college and workplace written and oral communications • Use effective listening skills when communicating with college and workplace members

Technical Standard	Definition of Standards	Examples
Coping Skills	Abilities sufficient for working under stress and maintain composure.	<ul style="list-style-type: none"> • Solve personal and interpersonal problems • Demonstrate ability to resolve conflicts in the college and workplace environment • Ability to multitask in a stressful environment and meet deadlines
Mobility/Motor Skills	Possess good dexterity (eye and hand coordination). Sufficient gross and fine motor skills to manipulate equipment. Use of computer keyboard and repetitive keying functions. Ability to perform office functions such as sitting, standing, and working in small spaces for long periods of time.	<ul style="list-style-type: none"> • Have mobility, strength, and dexterity to be able to lift at least 10 pounds • Perform duties on a computer as related to records management and data entry with accuracy • Use office equipment effectively
Auditory Skills	Comprehension and understanding of spoken language.	<ul style="list-style-type: none"> • Place and receive telephone or video calls for conducting business • Respond to instructions • Respond to emergency alert systems
Visual Skills	Ability to tolerate viewing a computer screen for extended lengths of time.	<ul style="list-style-type: none"> • Use computers to conduct business
Tactile Skills	Ability to use computer keyboard, number keypad, and mouse repetitively. Ability to operate and utilize office materials and all office equipment used daily.	<ul style="list-style-type: none"> • Perform duties on a computer as related to records management and data entry with accuracy • Pick up reams of paper to load into copier or other equipment
Environmental	Abilities sufficient to work in an active environment and tolerate environmental stressors and function safely.	<ul style="list-style-type: none"> • Ability to prioritize requests and meet deadlines • Ability to multitask using different operating systems
Emotional/Behavioral	Maintaining professional appearance in an office setting. Demonstrates respect for self and others. Projects an image of professionalism and strong work ethic. Requires the ability to adapt to changing environments and work-related challenges.	<ul style="list-style-type: none"> • Represent the company with customers and must maintain professionalism in both appearance and action • Exercise independent judgement to effectively solve problems and make decisions

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential training elements, cause undue hardship, or produce a direct threat to the safety of the patient or student.

Asheville-Buncombe Technical Community College is invested in full compliance with the Americans with Disabilities Act (ADA). Support Services is part of Student Services and is in the K. Ray Bailey Student Services Center. For detailed information or to request

accommodations visit www.abtech.edu/supportservices. An appointment is recommended prior to enrollment in order to discuss any special concerns.