

Introduction

The CBC Medical Office Specialist Program is a two-quarter sequence designed to equip graduates with the knowledge, skills, and abilities necessary to function as members of a front office healthcare team member in various settings. Medical Office Specialist perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

During the first quarter MOS, students must achieve an average score of 78% or higher in all courses and successfully pass all skills competencies to advance to the second quarter and externship in the community.

Please note that malpractice fees are mandatory for all Health Science students and will be added to registration fees.

Applicants are required to attach a current American Heart Association BLS Provider CPR Card.

Once admitted into the program, each student will be responsible for providing the following requirements:

- Program specific immunization records (details provided with admission into the program).
- Satisfactory criminal history background check using the college-approved vendor, Castle Branch. Criminal history background information is required of all clinical students in the CBC School of Health Sciences. Information obtained will be considered in determining student eligibility to complete clinical coursework. Inability to participate in clinical experiences due to the information obtained from the background check may result in the student's inability to satisfactorily complete program requirements. Any infraction while enrolled in the program should be self-reported to an instructor or the Dean for Health Sciences. Questions regarding this policy should be directed to the Dean for Health Sciences at (509) 544-8310.

There will be a mandatory orientation for all MOS students on December 9, 2025, at 9:00 – 12:00 pm, location will be in your acceptance letter.

After review of applications, applicants will be emailed a letter informing them of their status.

Completed Program applications and attachments can be scanned & emailed to healthsciences@columbiabasin.edu or can be mailed and postmarked no later than the due date to:

**Columbia Basin College, School of Health Sciences
Attn: Carolene Hall, MS-R2
2600 North 20th Ave., Pasco, WA 99301**

For additional assistance, please contact the School of Health Sciences during office hours at (509) 544-8300.

Medical Office Specialist Program Course Competencies and Expectations

Medical Office Specialist s work in various healthcare settings, including hospitals, blood banks, clinics, and outpatient laboratories. Students are required to collect blood and other specimen types from patients for analysis or other medical purposes. They will become proficient in various blood collection methods using supplies such as tourniquets, needles, syringes, multi-sample systems, and the correct handling and packaging of those collections. Additionally, students will learn the proper handling of all collection devices and sharps containers.

Students must establish a working knowledge of patient identification practices and HIPAA requirements. They will also understand and navigate computer programs related to their position. Throughout lectures, practice sessions, and clinical hours, students will exhibit the highest standard of professionalism when interacting with patients and healthcare workers.

Students must follow all policies and procedures set forth by clinical agencies, and College policies and protocols.

Students will work with patients of all ages and backgrounds and must be able to relate to them.

The following is a brief list of some knowledge and skills students are expected to demonstrate while in the Medical Office Specialist Program:

- Answer telephones to direct calls or provide information.
- Maintain medical records.
- Transcribe spoken or written information.
- Compile data or documentation.
- Schedule appointments.
- Prepare documentation for contracts, transactions, or regulatory compliance.
- Send information, materials, or documentation.
- Greet customers, patrons, or visitors.
- Refer customers to appropriate personnel.
- Relay information between personnel.
- Interview employees, customers, or others to collect information.
- Operate computers or computerized equipment.
- Operate office equipment.
- Collect deposits, payments, or fees.
- Maintain financial or account records.
- Prepare business correspondence.
- Order materials, supplies, or equipment

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION

Prospective Students

Minimum Entrance Requirements for the Medical Office Specialist Program

- A. Meet college admission criteria as stated in the Catalog prior to applying for application into the program.
- B. Complete the CBC Medical Office Specialist Program Application and submit with the following documents:
 - A copy of your current American Heart Association BLS Provider CPR card
 - A 300-word, double-spaced, typed essay explaining why you are interested in becoming a MOS and what impact you hope to make in your community with this education.
 - One professional letter of reference describing your professional character.

English Requirement at CBC for MOS

- C. Students who have not successfully completed a college-level English course must take the CASAS assessment to determine eligibility for the I-BEST portion of the Medical Office Specialist Program. Please contact the I-BEST Retention Specialist at (509) 542-4389 to schedule a CASAS test.

The application committee will review each application to confirm admission criteria is complete. Often, there are many more applications than seats available. Priority will be given to students who have completed the Microsoft Office training certificate and/or taken the CA 100 or CA 120 course. Applicants will be notified by email regarding admission status. Applicants who are not accepted may reapply during the next application period.

General Information for Accepted Students

Once accepted into the program, students will find the following information helpful for meeting the additional requirements necessary to maintain enrollment:

- A. **Post-Acceptance Requirements:** After acceptance, students must submit a national criminal history search and upload immunization records through Castle Branch, the college-approved vendor. All students must provide results of a yearly tuberculin (TB) skin test by the due date listed, comply with all program and College policies, and provide evidence of current required immunizations.
- B. **Submission Deadlines:** There are definitive due dates for submitting immunizations and background checks through Castle Branch. Failure to submit information by the due date may result in withdrawal from the program.
- C. **Study Expectations:** Students should expect to dedicate 3-4 hours of study time per week for each course credit.
- D. **Course Requirements:** All students must successfully complete required courses with a 78% or higher to remain enrolled in the Medical Office Specialist Program.
- E. **Attendance Policy:** Attendance is crucial for successfully completing the Medical Office Specialist Program certificate. Students must adhere to the attendance policy.
- F. **Financial Aid:** Scholarships and loans may be available through the Office of Financial Aid, Workforce Education Center, or Opportunity Grant. For more information, visit [Pay for College](#).
- G. **Malpractice Insurance:** All students are required to have malpractice insurance. This insurance will be included with tuition at the time of registration.

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION

Occupational Information

The following information has been provided to help applicants have a clear understanding of the variety of tasks associated with being a Medical Office Specialist in the healthcare environment. The following materials have been provided by [ONET](#). The description provided may not be inclusive of all duties and responsibilities any individual employer may require of a person employed as a Medical Office Specialist.

Title: Medical Office Specialist

Code: **43-6013.00**

Description: Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Sample of reported job titles: Clinic Office Assistant, Front Desk Receptionist, Medical Office Specialist, Medical Receptionist, Medical Secretary, Physician Office Specialist, Secretary, Unit Clerk, Unit Support Representative, Ward Clerk

WORK ACTIVITIES

- **Working with Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores and receiving clients or guests.
- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Performing Administrative Activities** — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
- **Scheduling Work and Activities** — Scheduling events, programs, and activities, as well as the work of others.
- **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION Occupational Information

- **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
- **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
- **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Judging the Qualities of Objects, Services, or People** — Assessing the value, importance, or quality of things or people.
- **Selling or Influencing Others** — Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.
- **Developing Objectives and Strategies** — Establishing long-range objectives and specifying the strategies and actions to achieve them.
- **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION

Occupational Information

Abilities

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Source: [Occupational Information Network](#)

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION

No Application Fee

Quarter	First Date to Submit Application	Last Date to Submit Application
Fall	09/29/2025	10/30/2025

Demographic Information

Last Name	First	Middle	Previous Name(s)
Address		City	State Zip
Phone	Alternative Phone		CBC Student ID Number
High School Attended		Date Graduated	Location of High School

CBC Student email address (required)

Requirements for Admissions

American Heart Association Current BLS Provider CPR <i>(Attach copy)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<hr/>
			Provider Date completed
Have you attached a letter of reference?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you taken CA 100 or CA 120?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you completed a Microsoft Office training certificate? <i>(Attach copy)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Essay Completed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Placement test, a CASAS test, or class completion of Math, Reading, English requirements <i>(If placement scores are at pre- college level you may be contacted by I-Best program.)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

I certify the above information is accurate and complete. I agree to comply with program requirements before clinical hours will be allowed. I have read the course expectations and competencies and understand these criteria will determine my grade and if I will be able to attend clinical assignments. I understand that attendance is mandatory.

Applicant Signature

Date

Estimated Medical Office Specialist Program Student Expenses

The following is an estimate of common expenses for students.

No.	Item	Cost Estimated
1.	CBC Tuition Medical Office Specialist Program 100 is 44 hours plus Medical Terminology. (9 credits)	\$2,300
	CBC Tuition Medical Office Specialist Program 101 is 120 clinical hours + 14 lab hours. (5 credits)	
2.	National background search and immunization tracker fee (by college-approved vendor)	\$150
	Drug Screen	\$50
3.	Uniform by first week from Uniforms Northwest	\$85 (<i>approximate</i>)
4.	Vaccinations (<i>estimated</i>) costs will vary depending upon the history you have available.	\$100 - \$400
5.	Textbooks (CBC Bookstore)	\$120 (<i>approximate</i>)
6.	CBC Clinical ID badge by 4th week (Admissions desk – 1st free)	\$3.50 replacement
7.	Shoes (not open toe, or clogs)	Variable
8.	Watch with second hand - Estimate	\$25
9.	1 small notebook (3")	Variable
10.	Black ink pens	Variable

Course includes an additional fee for student medical malpractice insurance. Students need to confirm actual costs of quarterly tuition and fees for each quarter by using the [CBC's Paying for College](#)

For additional information or assistance, please contact the CBC School of Health Sciences at (509) 544-8300.

Columbia Basin College
School of Health Sciences
2600 North 20th Ave, MS-R2
Pasco, WA 99301

MEDICAL OFFICE SPECIALIST PROGRAM APPLICATION

Application Essay

Please respond to the following question in 300 words or less. Type and double space your answer and attach a hard copy to the application.

- Why are you interested in Medical Office Specialist Program and what impact do you hope to make in your community when you become a Medical Office Specialist?