

Legal/Medical Office Applications

PROGRAM DESCRIPTION:

Legal, medical and general business office opportunities are abundant. In the State of Washington, trained personnel are in high demand. As a trained graduate in this area, students' skills will enable them to find an exciting job in these fields. Information processing skills, together with basic knowledge of procedures used in legal and medical offices, will prepare students for a variety of office support positions.

At least half of a student's time will be spent performing a wide range of office skills and information processing applications (including word processing, spreadsheet processing, graphics, and data processing) in a legal and/or medical environment. Students will also learn transcription skills and business communication techniques, including the appropriate office use of email and the Internet.

Upon completion of this program, individuals will be able to perform entry-level skills, know how to present a professional image, and have skills which will enable them to enter an office environment in a variety of industry settings, including the legal and medical fields. This course also presents students with an excellent base for pursuing post-secondary education and training.

Students enrolling in the Legal/Medical Office Applications will learn:

- ◆ Professionalism
- ◆ Legal, medical and general business office practices and procedures
- ◆ Basic and advanced text entry/editing
- ◆ Information processing theory/concepts/applications
- ◆ Business English
- ◆ Telephone Etiquette
- ◆ Customer Service
- ◆ Leadership development
- ◆ Teamwork
- ◆ Conflict Resolution
- ◆ Problem Solving
- ◆ Editing/proofreading skills
- ◆ Legal and medical terminology
- ◆ Effective business communications
- ◆ Transcription—general/medical/legal
- ◆ Giving/following written and oral directions
- ◆ Time management
- ◆ Project organization
- ◆ Safety issues as related to the Legal/Medical field
- ◆ Employment preparation – Career opportunities
- ◆ Scholarship search techniques
- ◆ Interviewing techniques

PROGRAM BENEFITS:

- ◆ 3 High School credits
- ◆ Competency Certificate
- ◆ Internship opportunity (5 weeks)
- ◆ Entry level job skills
- ◆ Preparation for next level of education/training
- ◆ Scholarship opportunities
- ◆ Successful completion of the program, with a grade of "B" or higher, may result in 21 college credits

INDUSTRY CERTIFICATION:

- ◆ Microsoft Office Specialist (MOS) ready

PREREQUISITES:

- ◆ A career or post-secondary education interest in the legal and/or medical field
- ◆ Participate in the Orientation/Interview at the Skills Center with program instructor required
- ◆ Entry level keyboarding class with “C” or better, or equivalent skill level (30 wpm) required
- ◆ Basic computer skills
- ◆ Strong skills in reading, writing and English composition highly recommended
- ◆ Good attendance is essential
- ◆ Ability to pass background check (dependent on intern site choice)
- ◆ Application process for second year students requires successful completion of the first year program and teacher recommendation.

STUDENT COSTS:

Family medical insurance **or** student accident insurance is required. Student accident insurance is available through the Skills Center or sending school.

- ◆ Jump or flash drive (1 G) is recommended
- ◆ Highlighters
- ◆ Professional clothing for interview/internship clothing
- ◆ Paperback dictionary
- ◆ Optional: class sweatshirt, class pin

LAB TIME/THEORY TIME:

Approximately 50-60 percent of class time will be devoted to lab and 40-50 percent to class instruction.

HOMEWORK:

Homework is dependent on student's study choice. Lab time is available for assignments, most of which use computer.

TEXTBOOK READING LEVEL:

Theory material: 12.0

CAREER OPPORTUNITIES:

- ◆ Medical offices, clinics and hospitals
- ◆ Legal firms
- ◆ Medical insurance office or medical labs
- ◆ Chiropractor and optometrist offices
- ◆ Pharmacies or pharmaceutical offices
- ◆ Real estate and insurance offices
- ◆ Courts, law enforcement and probation departments – support personnel
- ◆ Corporations – general office
- ◆ Legal/Medical receptionist
- ◆ Legal/Medical clerical
- ◆ Paralegal/Legal assistant
- ◆ Medical assistant
- ◆ Pharmacy Tech
- ◆ Customer service/front desk positions
- ◆ Veterinary front office
- ◆ Dental front office
- ◆ Human resources