

## Appendix A2

### **WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE**

#### **MEDICAL FRONT OFFICE REPRESENTATIVE**

**O\*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751CB**

**APPROVED BY  
OFFICE OF WORKFORCE INNOVATION FOR THE NEW NEVADA AND THE NEVADA STATE  
APPRENTICESHIP COUNCIL**

\_\_\_\_\_  
**Richard J. Williams, Nevada State Apprenticeship Director**

**REGISTRATION DATE: \_\_\_\_\_**

**REGISTRATION NUMBER: \_\_\_\_\_**

**DEVELOPED IN COOPERATION WITH  
THE GOVERNOR'S OFFICE OF WORKFORCE INNOVATION, THE NEVADA STATE  
APPRENTICESHIP COUNCIL, AND THE U.S. DEPARTMENT OF LABOR**

## Appendix A4

**WORK PROCESS SCHEDULE  
MEDICAL FRONT OFFICE REPRESENTATIVE  
O\*NET-SOC CODE: 43.6013.00 RAPIDS CODE: 0751CB**

This schedule is attached to and a part of these Standards for the above identified occupation.

### 1. TYPE OF OCCUPATION

Time-based       Competency-based       Hybrid

### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker/fully-competent worker ratio is: 2 apprentice(s) to 1 journeyworker/fully-competent worker(s).

### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ 15.68 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker/fully-competent worker wage. A journeyworker/fully-competent worker minimum wage will be at least \$ 16.79. Wages will be based on regional ranges.

#### 1-Year Term Example:

1<sup>st</sup>      6 months = \$15.68      2<sup>nd</sup>      6 months = \$16.39      Final: \$16.79

### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

## Appendix A4

**WORK PROCESS SCHEDULE  
MEDICAL FRONT OFFICE REPRESENTATIVE  
O\*NET-SOC CODE: 43.6013.00      RAPIDS CODE: 0751CB**

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

**Description:** Performs clerical duties, utilizing knowledge of medical terminology and hospital, clinic, or laboratory procedures: Compiles and records medical charts, reports, and correspondence. Answers telephone, schedules appointments, and greets and directs visitors. Maintains files.

### Apprenticeship Competencies – Technical

<u>ON-THE-JOB TRAINING:</u>	<u>APPROXIMATE HOURS</u>
A. Background information of a medical nature needed in job performance, as well as orientation to employer's general operating rules and HIPPA compliance.	250
B. Reception (Check-In/Check-Out, Cashiering, Scheduling)	450
C. Electronic Medical Records	300
D. Purchasing	50
E. General Office procedures	300
F. Customer service and communication	450
G. Quality Management	200
<b>TOTAL HOURS</b>	<b>2000</b>

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

**Apprenticeship Competencies – Behavioral**

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

<b>Item #</b>	<b>Behavioral Competencies</b>
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers and supervisors
14.	Demonstrates trust, honesty and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and work place
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

**RELATED INSTRUCTION OUTLINE**  
**WORK PROCESS SCHEDULE**  
**MEDICAL FRONT OFFICE REPRESENTATIVE**  
**O\*NET-SOC CODE: 43.6013.00      RAPIDS CODE: 0751CB**

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

Upon Successful completion, apprentices will earn the **Certified Healthcare Access Associate** credential from the National Association of Healthcare Access Management.

**COURSE  
TOPICS**

**HOURS**

**Patient Access and Registration Certificate**

**90 hours**

This course focuses on the comprehensive role of a medical front-line registration employee who works effectively with patients. Understand how to implement patient identification practices to maintain their safety, reduce insurance denials through accurate data collection, communicate with patients about their financial responsibility, and measure performance, safety and accuracy related to the future of an organization. Find out how to best comply with HIPAA and insurance verification and benefit coordination.

**Essential Soft Skills for Healthcare**

**35 hours**

This course helps develop the essential soft skills needed for a successful career in patient-center healthcare environment. Course topics include: Communication skills (verbal, nonverbal, and written), teamwork, active listening, emotional intelligence, professionalism and personal brand, empathy and compassion, taking initiative, and adaptability/flexibility.

**Employer Specific Topics** (*Orientation, HIPPA policies, Medical Records, etc*)

**40 hours**

**TOTAL HOURS: 165**