



MEDICAL OFFICE

Medical office youth apprentices perform a variety of administrative tasks in a medical office or patient scheduling centers.

Length of Apprenticeship: One year

OCCUPATIONAL COMPETENCIES

Medical Office youth apprentices must complete **a total of 10** competencies. **Nine** of the competencies must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Competencies
1. Locate information in the client record
2. Create and/or maintain a client record
3. Navigate the medical record and/or client scheduling software
4. Manage client appointments
5. Answer phones
6. Perform basic payment collection
7. Use common office software applications
8. Order and receive supplies and/or equipment
9. Perform an inventory of supplies and/or equipment
10. Demonstrate customer service skills

REGISTERED APPRENTICESHIP BRIDGING OPPORTUNITIES

The following Registered Apprenticeship is available in this area:

- Medical Assistant registered apprenticeship
- Community Health Worker registered apprenticeship

POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Medical Assistant
- Medical Administrative Professional
- Health Information Technology