

Certified Medical Operator Program

Recognizing the need for specialized education and training for call center operators who serve the medical community, Dexcomm's Certified Medical Operator (CMO) Program is the first of its kind, medical operator certification for answering service professionals. The CMO Program fills an industry need to provide tools to its participants to handle complex medical calls. CMOP participants are educated with basic medical knowledge and advance operator skills.

“ We are heavily investing in training and education to better serve the medical community and their patients. ”

JAMEY HOPPER; PRESIDENT DEXCOMM

Instruction

Course participants receive approximately 20 hours of instruction led by practicing RNs in coordination with Dexcomm's expert training department. Certified Medical Operators receive specialized training that provides them with a deeper understanding of the medical community's daily challenges and needs to enhance the service they deliver every day.

Program Instruction Overview

- **CMO** - Code of Honor, responsibilities and expectations
- **Laws and Legislation** - HIPAA, legal issues, malpractice
- **Physicians** - licenses and certifications, areas of specialization, hospital privileges, taking call, patient flow in doctor's office, schedules, challenges they face
- **Nurses** - RN, LPN, Nurse Practitioners
- **Medical Professionals** - Physician Assistants, medical assistant, nurse's assistant, personal care assistant
- **Health care Facilities** - admits, consults, transfers, general hospitals, specialty hospitals
- **Home Health and Hospice**
- **Medical Support/ Service Sector** - laboratories, diagnostic clinics, equipment companies, pharmacies
- **Messaging** - urgent vs. emergency, annotating, call rotations, appointments, medications

IMPACTING PATIENT CARE

My objective is to help save lives across the country, by not only training and certifying operators, but change the industry by adopting better methods.



Qualifications

Certified Medical Operator applicants must meet or exceed the program's prerequisite criteria. Operators are required to exceed industry excellence standards on quality, efficiency and service; which are measured by monitored calls and performance.

Applicant must also:

- Receive Association of TeleServices International (ATSI) Certified Agent accreditation
- Demonstrate HIPAA competence and compliance
- Successfully complete a series of exams demonstrating knowledge of telephone operator skills, listening, critical thinking, and technology
- Provide a written report based on a supervised educational visit to a medical practice

Certification

The alumni of the program are empowered to take better messages with their improved listening and critical thinking skills. Upon successful completion of the program, each CMO is certified to take advanced medical calls. To maintain active certification status, continuing education credits must be acquired on an ongoing basis.

