

Medical Office Assistant

Diploma

Program Introduction

With the aging population, the tremendous advancements in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well trained personnel. Throughout the North American healthcare industry, there is an acute need to increase the size of the workforce, and raise the skill level of that workforce. This program is designed to provide employment-ready and comprehensively trained graduates. Successful graduates will achieve the Certified Medical Assisting Professional (CMAP) designation in addition to their diploma. These graduates are fully qualified to work in a hands-on administrative and clinical support capacity in the medical industry. They will participate in a variety of lectures which cover topics of the healthcare industry, such as:

- Medical office reception and customer service
- Patient registration, and patient scheduling
- Basic medical transcription
- Patient filing methods and record keeping
- Supplies and inventory maintenance
- Billing and collection procedures
- Provincial and federal health governing bodies
- Understanding coding and claims processing
- Aseptic concepts and infection control
- Vital signs, First Aid and CPR – Level C
- Clinical assistance with preparation of exam rooms
- Principles of Electrocardiography
- Workplace Hazardous Materials Information System (WHMIS)
- Clinical laboratory divisions, requisitions, and tests
- Professional behaviour in the workplace
- Medicine and ethics
- Interpersonal skills and telephone techniques
- Understanding EHR and EMR

Admission Requirements

- Clear Criminal Record Check
- 19 years of age or older (varies, depending on province specific ministry requirements)
- Adequate level of physical health to be able to fulfill job requirements
- Completion of Grade 12 or equivalent (or CAST testing)
- Completion of Wonderlic admission test with minimum score of 18
- Good command of the English language – both written and verbal
- N-95 Mask Fit Testing which may be mandatory based on provincial requirements
- Other medical tests (TB Test) or proof of vaccinations may be required
- Completion of standard registration form

Program Objectives

This program provides students with the base knowledge, skills, and work experience to become permanently employable in a medical setting. Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, which includes medical terminology, anatomy and physiology, pharmacology, medical office and clinical administrative procedures
- Full range of computer and office skills, including current software applications, keyboarding skills, bookkeeping, and personal and professional development
- On-site work experience through participation in a 160 hour Clinical Placement at an approved healthcare facility

Of Interest To

This program is of interest to individuals with a strong desire to work as an integral part of a healthcare team who also:

- Enjoy performing a variety of responsibilities in a caring, gracious and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in attaining knowledge in the healthcare services field
- Demonstrate a strong personal and professional commitment to achieving excellence in a healthcare administrative capacity

Program Notes

- Financial assistance may be available to qualified students
- Graduation requirements: students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 160 hour Clinical Placement

Career Opportunities

Graduates of this program are qualified to work in a wide variety of healthcare settings and occupations. Job titles vary per location, but graduates are an integral part of many healthcare settings, including:

- Physicians' Offices, Clinics, Mental Healthcare and Allied Health Care Centres
- Walk-in Care Centres
- Ambulatory Clinics
- Complementary and Alternative Medicine Clinics such as Chiropractic and Acupuncture Centres
- Long Term and Extended Care Departments
- Medical Research Facilities
- Medical Laboratory and Diagnostic Imaging Centres
- Physiotherapy and Occupational Therapy Clinics
- Group Homes and Community Living Societies
- Wellness and Fitness Centres.
- Hospital Admissions and E.R. Departments, such as Switchboard, Information, and Patient Registration
- Ambulatory and Outpatient Departments
- Laboratory and X-Ray Departments

- Medical Finance and Administrative Departments
- Booking, O.R. Bed Booking
- Health Records Departments

Program Breakdown

Part A: Computer and Business Office Skills

- Introduction to Keyboarding
- Keyboard Skill Building Level 1 and 2
- Microsoft Windows Level 1
- Microsoft Word – Levels 1, 2, and 3
- Microsoft Excel – Level 1
- Microsoft Access – Level 1
- Microsoft Outlook – Level 1
- Basic Bookkeeping Level 1
- Strategies for Success
- Job Search and Résumé Writing

Part B: Medical Administrative/Clinical

- Introduction to Medical Terminology
- Anatomy and Physiology Part 1
- Anatomy and Physiology Part 2
- Medical Office Procedures
- Introduction to Medical Transcription
- Clinical Procedures

Part C: Worksite Externship

- Clinical Placement