

# Medical Office Assistant

## Diploma

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### Program Introduction

With the aging population, the tremendous increase 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 as well as to raise the skill level of that workforce.

This program is designed to provide employment-ready, comprehensively trained graduates. Successful graduates will be eligible to receive the CMAP – Certified Medical Assisting Professional designation in addition to their diploma. These graduates are fully qualified to work in a hands-on, administrative/clinical support capacity in any medical field. They will participate in the delivery of a variety of healthcare industry tasks, including:

- Patient reception and customer service
- Booking, patient registration, and patient scheduling
- Health information management
- Basic dictation and transcription
- Patient filing and record keeping
- Supplies and inventory
- Correspondence and mail processing
- Banking services and procedures
- Billing and collection procedures
- Coding and claims processing
- Patient positioning and draping
- Aseptic concepts and infection control
- Vitals signs, CPR, and First Aid
- Clinical assistance with patient exams
- Patient education

### Program Objective

This program provides students with the basic knowledge, skills, and work experience required to become permanently employable in various medical settings. Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, including medical terminology, anatomy and

physiology, pharmacology, and hospital and medical office administrative and clinical procedures

- Full-range of computer and office skills, including current software applications, keyboarding skills of 55 WPM, general office management, accounting, personal and professional development, and customer service
- On-site work-experience through participation in a one month externship at an approved healthcare training facility

### Of Interest To

Individuals with a strong desire to work as an integral part of the healthcare team, and who also:

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

### Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

To obtain a diploma, students must achieve a minimum 75% in each course, as well as successfully complete the Clinical Externship.

### Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by Academy of Learning College facilitators or online instructors.



## Admission Requirements

- Excellent communication and interpersonal skills and a strong commitment to confidentiality and integrity
- Excellent organizational and time-management skills
- Completion of the Wonderlic scholastic level equivalent test with a score of 20 points or better
- Successful completion of admissions interview and testing for adequate entry-level skills
- Completion of Grade 12 or equivalent and meet the minimum provincial age requirement
- Clear, relevant Criminal Record Check
- Good command of the English language (written and oral)
- Adequate level of physical health to meet the requirements of the program and prospective employment

## 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:

- Hospital admitting/ER departments, such as switchboard, cashier, information, patient registration, or morgue
- Ambulatory/outpatient departments
- Diagnostic lab/x-ray departments
- Medical finance and administrative departments
- OR booking/bed booking
- Health records departments
- Long-term and extended care departments
- Physicians' offices, clinics, mental healthcare, and allied healthcare centres;
- Walk-in care centres;
- Daycare and ambulatory clinics.
- Complementary and alternative medicine clinics, such as chiropractic and acupuncture centres
- Research facilities
- Lab and x-ray clinics
- Physiotherapy and occupational therapy clinics
- Group homes and community living societies
- Medical supply companies
- Insurance companies
- Wellness and fitness centres

## Competencies upon Completion

### CORE COURSES

- **Keyboarding**  
Minimum 40 words per minute (WPM)
- **Operating Systems**  
Advanced level of proficiency in a Windows operating system
- **Word Processing**  
Advanced level of proficiency in Microsoft Word
- **Spreadsheets**  
Basic level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Office Skills**  
Microsoft Outlook Level 1, Personal Computer Fundamentals for End Users, Basic Bookkeeping Level 1, and Office Procedures Level 1 and Level 2
- **Business Skills**  
Business Correspondence Level 1
- **Healthcare (Instructor-Led)**  
Introduction to Medical Terminology, Anatomy and Physiology Part 1 and Part 2, CPR/First Aid Level C, Introduction to Medical Transcription, Medical Office Procedures, Clinical Procedures, and Clinical Placement
- **Office Skills**  
Microsoft Outlook Level 1, Personal Computer Fundamentals for End Users, Basic Bookkeeping Level 1, and Office Procedures Level 1 and Level 2
- **Job Readiness/Employability Skills**  
Job Search and Résumé Writing and Employment Success Strategies



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