

Medical Office Front Desk Assistant

(Instructor-led)

Certificate

Program Objective

The Medical Office Front Desk Assistant Certificate program is designed to provide students with basic keyboarding, word processing, medical language, and administrative skills required for employment as a medical office front desk assistant. Upon graduation students will be well-equipped to work in an entry level support role in Doctor's offices or walk-in clinics.

Program Notes

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

Graduate requirements: Students must maintain a 75% program average to obtain a certificate.

Career Opportunities

Medical Office Front Desk Assistants work in administrative and support roles in healthcare establishments. Upward mobility in medical assistant roles is feasible with experience, motivation, dedication, and a positive attitude.

Personal Attributes Required

- Strong customer-service and interpersonal skills
- Exceptional phone etiquette
- Effective time management skills
- Knowledge of Microsoft Office applications
- Friendly, dependable, and co-operative

Duties and Responsibilities

- Patient reception and registration
- Arrange appointments with specialists
- Monitor and facilitate patient flow through the clinic
- Organize and file medical records
- Maintain daily schedules of physician(s)
- Provide assistance to physician(s) and nurse(s)
- Processing payments
- General Office duties: faxing, photocopying, etc.

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Instructor-led training

Admission Requirements

Grade 12 or equivalent or Mature Student Status with successful completion of the required test.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program. Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Competencies upon Completion

CORE COURSES

- **Keyboarding**
Minimum 40 words per minute (WPM)
- **Operating Systems**
Basic level of proficiency in a Windows operating system
- **Word Processing**
Basic level of proficiency in Microsoft Word
- **Spreadsheets**
Basic level of proficiency in Microsoft Excel
- **Office Skills**
Basic level of proficiency in Microsoft Outlook
- **Healthcare**
Introduction to Medical Terminology, Anatomy and Physiology Parts 1 and 2, and Medical Office Procedures
- **Simulations and Drills**
Practical Applications – 1 Unit
- **Job Readiness/Employability Skills**
Job Search and Resume Writing