

Medical Office Management

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, and are prepared to advance into a management or supervisor role within a medical clinic/facility. They will participate in a variety of lectures which cover topics of the healthcare industry, such as:

- Medical office administrative practices
 - Basic medical transcription
 - Billing and collection procedures
 - Provincial and federal health governing bodies
 - Aseptic concepts and infection control
 - Vital signs, First Aid and CPR – Level C
 - Clinical assistance with preparation of exam rooms
 - Principles of Electrocardiography
 - Clinical laboratory divisions, requisitions, and tests
 - Medicine and ethics
 - Understanding EHR and EMR
 - Personal and professional traits of a successful medical clinic manager
 - The physician-administrator relationship
 - Goals and management principles and styles
 - Policy and procedure manuals
 - Professional behaviour in the workplace
 - Accounting basics
 - Purchasing decisions
 - The purpose of cost analysis and petty cash
 - End-of-day procedures
 - Methods of marketing and advertising
- Marketing a new physician
 - Marketing presentations
 - Patient education
 - Human Resources principles and management
 - Workplace Hazardous Materials Information System (WHMIS)

Admission Requirements

- Clear Criminal Record Check
- Completion of Grade 12 or equivalent, or 19 years of age or older with completion of the CAST testing
- Adequate level of physical health to be able to fulfill job requirements
- 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
- Hepatitis B, other vaccinations and/or a TB test may be required by this industry
- 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 with the potential to become a manager or supervisor. 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, marketing, and profitability
- Full range of computer and office skills, including current software applications, keyboarding skills, bookkeeping, Electronic Health Records (EHR) Billing and Coding, 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
- Display qualities of leadership and aspire to perform management duties within the medical industry

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 and Clinics
- Mental Healthcare Centres/Facilities
- Allied Health Care Centres
- Complementary and Alternative Medicine Clinics such as Chiropractic and Acupuncture Centres
- Long Term and Extended Care Facilities
- Medical Research Facilities
- Medical Laboratory and Diagnostic Imaging Centres
- Physiotherapy and Occupational Therapy Clinics
- Group Homes and Community Living Societies
- Wellness and Fitness Centres
- Rehabilitation Centres
- Family Planning Clinics
- Regional Health Authorities
- Human Resources
- Customer Service
- Not-for-Profit Healthcare Foundations
- 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

Semester 1

Computer and Business Office Skills

- Introduction to Keyboarding
- Keyboard Skill Building Levels 1 and 2
- Microsoft Word – Levels 1, 2, and 3
- Microsoft Excel – Level 1
- Microsoft Access – Level 1
- Microsoft Outlook – Levels 1 and 2
- Microsoft PowerPoint Level 1 and 2
- Business Correspondence Level 1
- Basic Bookkeeping Level 1
- QuickBooks Premier
- Management Fundamentals
- Business Supervisory Skills
- Human Resource Management
- Marketing and Sales
- Thought Patterns for a Successful Career
- Job Search and Résumé Writing

Semester 2

Medical Administrative/Clinical

- Introduction to Medical Terminology
- Anatomy and Physiology Parts 1 and 2
- Medical Office Procedures
- Introduction to Medical Transcription
- Clinical Procedures
- EHR, Billing and Coding
- Medical Practice marketing
- Clinic Management and Profitability

Worksite Externship

- Clinical Placement