

Medical Office Administration

Diploma

Program Objective

The Medical Office Administration diploma provides students with the basic knowledge, skills, and work experience needed to become permanently employable in various medical settings.

Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, including medical language, transcription, and medical office procedures.
- Full range of computer and office skills, including current software applications, keyboarding skills of 40 WPM, general office management, and accounting.
- Customer service and personal and professional development.

Program Notes

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

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

Method of Delivery

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

Career Opportunities

Medical Office Administrators work in doctors' offices, hospitals, medical clinics, pharmaceutical companies, government health agencies, and a variety of other medical office settings. They are integral members of the healthcare delivery team and perform many administrative and some basic clinical procedures. Typical job titles include Medical Office Assistant, Medical Secretary, Medical Stenographer, and Secretary Ward.

Duties and Responsibilities

- Serve as the contact individual for the office, both in person and over the telephone.
- Screen patient-related phone calls, respond to inquiries, and provide appropriate direction.
- Provide administrative support to the director of the facility.
- Provide clerical support to the nursing department.
- Transcribe medical consultation letters and reports.
- May supervise, train and coordinate the work of junior office staff (i.e., temporary office assistants).
- Administer financial and accounting duties, such as processing transactions, paying bills, completing deposits, and maintaining the ledger.
- Set-up and maintain office/patient filing system (i.e., verify, process, and update data).
- Manage records and store information efficiently.
- Maintain computer-based appointment calendars.

Required Skills and Personal Attributes

Attributes of a successful Medical Office Administrator include knowledge of doctors' general office procedures, transcription, and proficiency in medical terminology. Medical Office Administrators require good written and verbal communication skills, strong word processing skills, the ability to multi-task and prioritize, and strong organizational skills. They should be detail-oriented, dependable, flexible, and able to maintain confidential information. Excellent interpersonal skills and being a team player are very important in this role. Medical Office Administrators should also possess a pleasant and professional telephone manner.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

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**
Intermediate level of proficiency in Microsoft Word
- **Spreadsheets**
Basic level of proficiency in Microsoft Excel
- **Database Management**
Basic level of proficiency in Microsoft Access
- **Job Readiness/Employability Skills**
Job Search and Résumé Writing
- **Accounting**
Sage 50 Premium Accounting
- **Office Skills**
Basic level of proficiency in Microsoft Outlook and Basic Bookkeeping Level 1
- **Business Skills**
Business Correspondence Levels 1 and 2, Business Math, Customer Service, Grammar Essentials for Business Writing, and Workplace Success/Intrapreneurship
- **Help Desk & Call Centre**
Telephone Communication Skills
- **Healthcare**
Learning Medical Language, Medical Office Procedures, Medical Transcription, and EHR, Billing and Coding