

Medical Office Clerk

Certificate

Program Objective

The Medical Office Clerk Certificate program is designed to provide students with knowledge of healthcare procedures, business concepts and office skills in order to meet the demands of today's healthcare business. Upon graduation, students will be well-equipped to work in wide variety of healthcare settings.

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.

Method of Delivery

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

Career Opportunities

Medical Office Clerks work in administrative and support roles in healthcare establishments. Upward mobility in medical administrative roles is possible with experience, motivation, dedication, and a positive attitude.

Admission Requirements

Grade 12 or equivalent.

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

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.

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

- Receive and register patients
- Arrange appointments with specialists
- Monitor and facilitate patient flow through the clinic
- Organize and file medical records
- Maintain physicians' daily schedules
- Provide assistance to physician(s) and nurse(s)
- Process payments
- Complete general offices duties (e.g., faxing and copying)

Competencies upon Completion

Core Courses

- **Keyboarding**
Minimum 55 words per minute (WPM)
- **Operating Systems**
Basic 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
- **Healthcare**
Grammar/Writing Skills for Health Professionals, Math for Health Professionals, Introduction to Medical Terminology, Medical Office Procedures, and Medical Transcription, and EHR, Billing and Coding
- **Simulations and Drills**
Medical Receptionist Practical Simulation
- **Job Readiness/Employability Skills**
Job Search & On the Job Training