

Medical Office Assistant

Diploma

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 achieve 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 & customer service;
- bed booking, OR booking, patient registration, & patient scheduling;
- Health Information Management;
- basic dictation and transcription;
- patient filing methods & record keeping;
- supplies & inventory, correspondence & mail processing;
- banking services & procedures;
- billing & collection procedures;
- coding & claims processing;
- patient positioning & draping;
- aseptic concepts & infection control;
- vitals signs, CPR, First Aid;
- clinical assistance with patient exams;
- patient education

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, Morgue;
- Ambulatory/Outpatient departments;
- Diagnostic Lab/X-Ray departments;
- Medical Finance & Administrative departments;
- OR Booking/Bed Booking;
- Health Records Department;
- Long Term & Extended Care departments;
- Physicians' Offices, Clinics, Mental Healthcare & Allied Health Care Centres;
- Walk-in Care Centres;
- Daycare & Ambulatory Clinics.
- Complementary & Alternative Medicine Clinics such as Chiropractic & Acupuncture Centres;
- Research facilities;
- Lab & X-Ray Clinics;
- Physio. & Occupational Therapy Clinics;
- Group Homes & Community Living Societies;
- Medical Supply Companies;
- Insurance Companies;
- Wellness & Fitness Centres.

Of Interest To

Individuals with a strong desire to work as an integral part of the health-care team that also:

- enjoy performing a variety of duties in a caring, gracious and professional manner;
- who 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 a healthcare administrative capacity.

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 18 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
- a clear and relevant Criminal Records Check
- a good command of the English language (written and oral)
- an adequate level of physical health to meet the requirements of the program and prospective employment.

Program Objective

This program provides students with the base knowledge, skills, and work experience to become permanently employable in various medical settings.

Skill development is delivered in three areas:

- comprehensive medical administrative knowledge, which includes medical terminology, anatomy and physiology, pharmacology, hospital & 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, and accounting, personal and professional development, customer service;
- on-site work experience through participation in a clinical externship at an approved healthcare training facility.

Program Notes

- Financial assistance may be available to qualified students.
- Graduation requirements: students must achieve
- a minimum 75% in each course to obtain a diploma, as well as successful completion of the Clinical Externship.

Competencies upon Completion

Core Courses

Part A: Computer and Business Office Skills

- Keyboard Skill Building – 40 wpm
- Windows Level 1
- Microsoft Word Levels 1, 2, and 3
- Microsoft Excel Level 1
- Microsoft Access Level 1
- Microsoft Outlook Level 1
- Basic Bookkeeping Level 1
- Job Search and Résumé Writing
- Thought Patterns for a Successful Career

Part B: Medical Administrative/Clinical

- Introduction to Medical Terminology
- Anatomy and Physiology Part 1 and Part 2
- Introduction to Medical Transcription
- Medical Office Procedures
- Clinical Procedures
- Standard First Aid
- Basic Rescue (Level C) CPR Certification

Part C: Clinical Placement/Practicum



C A R E E R C O L L E G E