

# Medical Secretary

## Certificate

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### Program Objective

The Medical Secretary Certificate program is designed to provide students with the knowledge of healthcare procedures, business concepts, and office skills needed to meet the demands of today's healthcare businesses. 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 Secretaries work in administrative and support roles in healthcare establishments. Upward mobility in medical administrative roles is feasible with experience, motivation, dedication, and a positive attitude.

### 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.

### Duties and Responsibilities

- Patient reception and registration
- Arranging appointments with specialists
- Monitoring and facilitating patient flow through the clinic
- Organizing and filing medical records

- Maintaining physicians' daily schedules
- Providing assistance to physicians and nurses
- Processing payments
- General Office duties (e.g., faxing and photocopying)

### Required Skills and Personal Attributes

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

### Competencies upon Completion

#### Core Courses

- **Keyboarding**  
Minimum 10 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
- **Office Skills**  
Office Procedures Level 1 and basic level of proficiency in Microsoft Outlook
- **Help Desk & Call Centre Skills**  
Telephone Communication Skills
- **Business Skills**  
Customer service
- **Healthcare**  
Introduction to Medical Terminology, Medical Office Procedures, and Medical Receptionist Practical Simulation
- **Job Readiness/Employability Skills**  
Job Search & Résumé Writing