

Medical Office Assistant

44 Weeks

Medical Office Assistants play an essential role in the operation of any medical office. A Medical Office Assistant diploma program will help you develop proficiency as a Medical Office Assistant in a wide variety of areas ranging from medical terminology to clinical procedures.

Careers

Graduates are qualified to work in medical, chiropractic, dental, physiotherapy and massage clinics, doctor's offices, hospitals as well as in the claims department of insurance companies.

- Medical Office Assistant
- Medical Receptionist
- Medical Secretary
- Medical Billing Clerk
- Health Care Assistant
- Primary Care Assistant

Practicum

Completion includes a compulsory four-week full-time practicum where students work alongside industry professionals.

Program Courses

Administrative Office Procedures

Introduces students to common office procedures, such as human relations; organization structure and office layout; office technology; front-line reception; aspects of business communication specific to the office professional and record keeping are covered.

MS Office Applications

Prepares students to perform functions common to all Microsoft Windows applications. Elements include the ability to create and manipulate Word, Excel, or PowerPoint applications, modify the display of toolbars and other on-screen elements, use online help, and perform file management, editing, formatting and printing functions common to most Windows applications.

Keyboarding

Improves touch typing skills on a keyboard with a focus on improving speed and accuracy. This course increases job efficiency and an understanding of work station ergonomics.

Business Communications

Explores the essential skills for basic business writing and professional interaction. This course also emphasizes the role technology plays in the workplace to enhance communication.

Customer Service

Provides a foundation for customer service, and focuses on building lifelong customer relationships through the development of positive customer care approaches.

Career Preparation

Develops strategies for successful job searching, interviewing and career management.

Anatomy, Physiology, & Medical Terminology 1

Explores how to deconstruct medical terms and use them appropriately in relation to the body's structures, functions and diseases.

Anatomy, Physiology, & Medical Terminology 2

Prepares students to deconstruct medical terms and use them appropriately in relation to the body's structures, functions and diseases. This course is Part II of Medical Terminology, Anatomy & Physiology.

Billing & Coding

Introduces students to billing and coding in medical facilities.

Clinical Procedures 1

Provides students with understanding of variety of procedures and practical experiences in a clinical setting.

Clinical Procedures 2

Explores a variety of procedures and practical experiences in a clinical setting.

Introduction to Human Resources

Reviews human resource functions that assist an organization deliver value through proper management of the employee life cycle.

Medical History, Law, & Ethics

Introduces students to the medical code of ethics and the law that directs the medical community in everyday practices.

Medical Office Procedures

Reviews the basic administrative and clinical responsibilities in a medical office. The lessons cover reception, booking appointments, office correspondence, basic office accounting and sterilization and infection control procedures. Students also develop their critical thinking skills as they learn how to meet various patient needs.

Medical Transcription

The Medical Transcript course introduces students to the skills and competencies needed in a medical-office setting. The course reviews clinical procedures and techniques such as vital signs, motor testing and sensory testing. Students gain confidence working with software, patient records and patient relations. Students also become well versed in anatomy, physiology and medical terminology relevant to a medical-office setting.

Highlights

- Be introduced to clinical procedures and learn the key competencies and clinical skills performed in a medical office setting including vital signs, motor testing, sensory testing, sterile procedures and more
- Learn office procedures that are applicable to the medical office setting including navigating around medical office software, patient record keeping, office administration, and patient relations
- Develop the Medical Transcription skills necessary to produce accurate medical reports from recorded dictation
- Learn about anatomy, physiology, and medical terminology useful to a medical office setting
- Develop professional business communication and customer service skills to work in a dynamic medical office setting
- Earn your First Aid / CPR training certifications
- Learn proper typing techniques and improve your keyboarding accuracy
- Learn to use Microsoft Windows applications including Word, Excel, and PowerPoint