



MEDICAL OFFICE ADMINISTRATION

| 64 Weeks

| 1320 Hours

| Pre-Requirement: Grade 12 or equivalent.

PROGRAM OVERVIEW

If you're great with people, detail-oriented, and interested in learning medical-based terminology, transcription, and office procedures, Medical Office Administration could be for you.

Your ability to receive visitors, schedule appointments and computerize a medical office, transcribe and understand medical notes, prepare documentation, and manage medical records will make you highly attractive to top employers.

As a medical office professional you'll make an important contribution to the Healthcare system while working a steady position in a pleasant office environment. You'll have the satisfaction of knowing your job contributes to wellness and improved quality of life for others.

Organize and control any medical office environment.

Some Typical Duties of a Medical Office Administration Professional:

- » Schedule and confirm medical appointments and receive and communicate messages for medical staff and patients
- » Enter and format electronically based medical reports and correspondence and prepare spreadsheets and documents for review
- » Interview patients in order to complete forms, documents and case histories
- » Complete insurance and other claim forms
- » Initiate and maintain confidential medical files and records
- » Prepare draft agendas for meetings and take, transcribe and distribute minutes
- » Prepare financial statements and billing
- » Establish and maintain various internal office administrative support procedures
- » Order supplies and maintain inventory

CAREER PROSPECTS

In Canada, Medical Office Administration Professionals are employed by hospitals, health clinics, medical and dental offices and in other offices throughout the public and private sectors, including:

- » Doctors' offices
- » Hospital Departments
- » Nursing homes
- » Chiropractor
- » Massage Therapy
- » Clinics
- » Insurance companies
- » Federal Department of Health
- » Medical supply companies
- » Veterinary practices
- » Medical transcription facilities
- » Local public health departments

Successful graduates can find work as:

- » Medical Office Administrator
- » Medical Secretary
- » Medical Transcriptionist
- » Unit Clerk or Ward Clerk
- » Clinical Secretary
- » Medical Receptionist
- » Booking & Registration Clerk

For the employment outlook in your area for the 2017-2026 period regarding Medical Secretary (NOC 1243), please visit noc.esdc.gc.ca/ and select the location in which you intend to work upon graduation. *All market research conducted using government website <http://noc.esdc.gc.ca/> in 2017*

Certification

In addition to MOA skills, we prepare you for Microsoft Certification with this program. As you complete each Microsoft Office-based module, we will provide you with a voucher for writing the official Microsoft certification test for that component. Successfully completing these tests mean that in addition to receiving your diploma, you will also be certified as a Microsoft Office Specialist.



Centre for Distance Education is a registered Certiport testing centre.



COURSE DESCRIPTIONS

Teaching Method: Computer-based, online learning with instructor facilitation and evaluation, including a two-week medical office practicum. Course delivery is facilitated with a proprietary mix of tutorial/step-by-step assignments to give the student the appropriate skills & techniques; online quizzes to test theoretical knowledge; reflective journal entries to help the student review and cement their learning; and practical, hands-on projects to improve technique. The various ways of approaching each subject matter ensure that students can relate to the material regardless of learning style, and will impart self-confidence in the students' abilities.

1 Essentials of Student Success

STU 101 (40 hours)

Designed to plunge you directly into the concepts and techniques you will require to be successful for the rest of the year, this module teaches a personal way to increase engagement and improve your chances of doing well in the online learning environment.

2 Microsoft Word

COC 104 (95 hours)

Learn to create professional looking documents and revise them easily. Learn to develop announcements, letters, memos, resumes, reports, fax cover sheets, mailing labels, newsletters, and many other types of documents. Microsoft Office Specialist certification exam voucher included.

3 Microsoft Excel

MAT 106 (95 hours)

The successful Medical Office Administrator will be required to create and edit spreadsheets in order to analyze and convey data. Microsoft Excel is a powerful spreadsheet program that allows users to organize data, complete calculations, make decisions, graph data, develop professional looking reports, publish organized data to the Web, and access real-time data from Websites. Microsoft Office Specialist certification exam voucher included.

4 Microsoft Access

COC 201 (95 hours)

Learn Access, a powerful database management system that functions in the Windows environment and allows you to create and process data in a database, including defining a table structure, entering records and creating queries. Microsoft Office Specialist certification exam voucher included.

5 Business English & Communication

ENG 102 (133 hours)

Learn the essentials of business communication demanded in the modern office environment. Focus on training necessary to develop competence in each of the communication skills: reading, writing, speaking and listening. Develop flexible attitudes and special sensitivity to the effects of culture while learning to think critically.

6 Filing

COM 102 (19 hours)

Learn the fundamentals of filing using a mini filing system which simulates business documents.

7 Medical Office Procedures

MED 102 (190 hours)

Learn how to work effectively within a medical environment, become acquainted with medical ethics and law, and how to interact with patients. Study telecommunications, medical record management, and accounts management. Learn all the necessary skills to succeed in the medical office environment, such as managing medical records, making travel arrangements, client care, appointment setting, billing, effective communication, and working with diagnostic reports.

8 Medical Terminology

MED 101 (228 hours)

Learn the terminology and anatomy of the human body based on the twelve body systems. Spelling and pronunciation will also be covered. A working understanding of this terminology is vital for the medical administrative professional's ability to work within the health-care system's various charts, reports, transcription tasks, billing procedures, and even the simple task of filing.

9 Medical Transcription

MTR 103 (190 hours)

Learn how to recognize by ear the terminology for all the major specialty areas, and how to quickly and easily transcribe these into a medical report. Medical reports will be transcribed covering ten body systems. The medical reports include emergency room reports, history and physical examinations, diagnostic imaging or radiology reports, operative reports, pathology reports, consultations, death summaries, and discharge summaries.

10 Professionalism & Ethics

PRO 200 (76 hours)

Gain valuable tools you need to secure and maintain employment. Prepare for workplace experience by linking an individual life plan to behavior necessary for workplace success. Learn to not only demonstrate but exceed expectations regarding business etiquette, appropriate technology use, proper workplace attire, to communicate in a professional manner, maturely deal with conflict, be accountable team members, and consistently behave in a fair and ethical manner.

11 Occupational Health & Safety

OHS 100 (19 hours)

An introductory course in Occupational Health & Safety rules and responsibilities in the workplace.



12 **Practicum (Simulated)**

MPR 100 (80 hours)

Hands-on experience using a simulated medical office utilizing the computer skills, medical terminology, professionalism and ethics skills that you have acquired throughout the program, via both a virtual lab and a voluntary job shadow opportunity.

13 **Keyboarding**

COC 105 (60 hours)

Learn to touch-type at a speed of 50wpm. Runs concurrently throughout most of the program with extra practice included.