

Medical Administrative Assistant

Certificate

Program Objective

The goal of this program is to provide students with an in-depth knowledge of office procedures, communications, word processing, terminology and medical billing.

Graduates of this program will find that they are an integral part of the medical community and assist the healthcare team by building trust, and creating a safe environment for patients and their families while performing a variety of duties.

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.

Career Opportunities

Medical Administrative Assistants work in doctors' offices, hospitals, medical clinics, pharmaceutical companies, government health agencies and a variety of other medical office settings. They are integral members of the health care delivery team and perform many administrative and some basic clinical procedures. Typical Job Titles include Medical Office Assistant, Medical Secretary, Medical Billing Clerk/Secretary, Medical Office Administrator, Medical Receptionist, Clinical Assistant, Ward Secretary and Booking Clerk.

Personal Attributes Required

Attributes of a successful Medical Administrative Assistant include knowledge of doctors' general office procedures, dicta typing and proficiency in medical terminology, good written and verbal communication skills, strong word processing skills, ability to multi-task and prioritize, good organizational skills, pleasant professional telephone manner, medical billing knowledge, dependable, flexible and able to maintain confidential information, excellent interpersonal skills and being a team player.

Duties and Responsibilities

- Co-operates with all members of the health team.
- Promotes safety and works in a safe manner.
- Practices universal precautions and maintains a clean working environment.
- Schedules and confirms medical appointments and receives and communicates messages for doctors and patients.
- Types medical records, reports, case histories and correspondence from handwritten notes, and machine dictation.
- Interviews patients to complete forms, documents and case histories
- Completes insurance and other claim forms
- Initiates and maintains confidential medical files and records
- Prepares financial statements and handles billing procedures
- Orders supplies and maintains inventory
- Performs other general office work
- Plans and initiates procedural set ups including those required for patient preparation and maintenance for supplies and equipment
- Performs simple diagnostic procedures as required (vital signs, collection of specimens)

Admission Requirements

Grade 12 or equivalent or Mature Student Status with successful completion of the required test.

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.

Method of Delivery

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

Competencies upon Completion

CORE COURSES

- **Keyboarding**
Minimum 40 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**
Intermediate level of proficiency in Microsoft Excel
- **Database Management**
Basic level of proficiency in Microsoft Access
- **Office Skills**
Personal Computer Fundamentals for End Users, Internet Fundamentals, basic level of proficiency in Microsoft Outlook, and Bookkeeping Level 1
- **Help Desk & Call Centre Skills**
Telephone Communication Skills
- **Healthcare**
Learning Medical Language and Medical Office Procedures
- **Simulations & Drills**
Medical Receptionist Practical Simulations and Practical Applications – 2 Units
- **Business Skills**
Customer Service, Grammar Essentials for Business Writing, and Business Correspondence Level 1
- **Job Readiness/Employability Skills**
Job Search and Resume Writing