

# Medical Office Assistant

## Diploma

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### Program Introduction

With the aging population, the tremendous advancements 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 and raise the skill level of that workforce.

This program is designed to provide employment-ready and comprehensively trained graduates. Successful graduates will earn the Certified Medical Assisting Professional (CMAP) designation in addition to their diploma. These graduates are fully qualified to work in a hands-on administrative and clinical support capacity in the medical industry. They will participate in a variety of lectures which cover topics related to the healthcare industry, such as:

- Medical office reception and customer service
- Patient registration and patient scheduling
- Basic medical transcription
- Patient filing methods and record keeping
- Supplies and inventory maintenance
- Billing and collection procedures
- Provincial and federal health governing bodies
- Coding and claims processing
- Aseptic concepts and infection control
- Vital signs, First Aid, and CPR – Level C
- Clinical assistance with preparation of exam rooms
- Principles of electrocardiography
- Workplace Hazardous Materials Information System (WHMIS)
- Clinical laboratory divisions, requisitions, and tests
- Professional behaviour in the workplace
- Medicine and ethics
- Interpersonal skills and telephone techniques
- EHR and EMR

### Admission Requirements

- Clear Criminal Record Check
- 19 years of age or older (varies, depending on province specific ministry requirements)
- Adequate level of physical health to be able to fulfill job requirements
- Completion of Grade 12 or equivalent (or CAST testing for Mature Students)
- Completion of Wonderlic SLE admission test with a minimum score of 18
- Good command of the English language – both written and verbal
- N-95 Mask Fit Testing which may be required by the industry
- Hepatitis B, other vaccinations, and/or a TB test may be required by the industry
- Completion of standard registration form

### Program Objectives

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in a medical setting. Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, including medical terminology, anatomy and physiology, pharmacology, and medical office and clinical administrative procedures
- Full range of computer and office skills, including current software applications, keyboarding skills, bookkeeping, and personal and professional development
- On-site work experience through participation in a 75-hour placement at an approved healthcare facility

## Program Notes

Financial assistance may be available to qualified students.

Graduation requirements: students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 75-hour preceptorship.

## Of Interest To

This program is of interest to individuals with a strong desire to work as an integral part of a healthcare team who also:

- Enjoy performing a variety of responsibilities in a caring, gracious and professional manner.
- Place a high value on confidentiality, discretion, support, and detachment.
- Have a keen interest in attaining knowledge in the healthcare services field.
- Demonstrate a strong personal and professional commitment to achieving excellence in a healthcare administrative capacity.

## 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:

- Physicians' offices, clinics, and mental healthcare and allied healthcare centres
- Walk-in care centres
- Ambulatory clinics
- Complementary and alternative medicine clinics (e.g., chiropractic and acupuncture centres)
- Long-term and extended care departments
- Medical research facilities
- Medical laboratory and diagnostic imaging centres
- Physiotherapy and occupational therapy clinics
- Group homes and community living societies
- Fitness and wellness centres
- Hospital admissions and E.R. departments (e.g., switchboard, information, and patient registration)
- Ambulatory and outpatient departments
- Laboratory and x-ray departments
- Medical finance and administrative departments
- Booking and O.R. bed booking
- Health records departments

## Program Breakdown

### Part A: Computer and Business Office Skills

- Introduction to Keyboarding
- Keyboard Skill Building Levels 1 and 2
- Microsoft 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
- Practical Applications – 3 Units
- Thought Patterns For A Successful Career
- Job Search and Résumé Writing

### Part B: Medical Administrative/Clinical

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

### Part C: Work Experience

- Preceptorship