



Course Outline - Diploma in Medical Office Assistant

Academic Period: **2023 - 2024**

Applicable NOC Code: **1243 Medical Secretaries, 3414 Supportive Staff in Healthcare**

Credential Awarded - **Diploma**

Prerequisites - **Ontario Secondary School Diploma or equivalent**

Program Duration - **36 Weeks with practicum/35 Weeks without practicum**

Hourly Income in Toronto Region - **As high as \$26 per hour**

Course Rationale -

The Diploma in Medical Office Assistant is designed to provide students with the essential knowledge and skills required to excel in administrative roles within medical settings. This comprehensive course covers a wide range of topics, including medical systems, office technology, WHMIS, medical records filing, patient preparation, oral communications, reception techniques, OHIP billing, medical transcription, QuickBooks, Office 365, and various body systems. By completing this course, students will be equipped to support healthcare professionals, ensure the smooth operation of medical offices, and contribute to the delivery of quality patient care.

Course Description -

The Medical Office Assistant Diploma program provides students with in-depth training in medical office procedures, including medical terminology, medical transcription, records management, scheduling and confirming medical appointments, Billing, patient care, anatomy, pharmacology, and Canadian standards. The 4 weeks of practical placement combined with 8 months of in-class training ensures our students graduate with confidence. Medical Office Assistants also perform a variety of administrative duties. The student will learn OHIP software commonly used in Medical offices. Through a combination of theoretical learning, practical exercises, and hands-on training, students will acquire the necessary skills to perform administrative tasks effectively and handle medical-specific responsibilities in a professional healthcare environment.

Modules covered in the course -

1. **Medical Systems:** This module provides an overview of the healthcare system, including an understanding of medical terminology, healthcare professionals, and the roles and responsibilities within a medical office setting.
2. **Office Technology:** Students will develop proficiency in using office technology tools commonly utilized in medical offices, including computer applications, electronic health record systems, and other software for scheduling, billing, and document management.
3. **WHMIS:** This module covers Workplace Hazardous Materials Information System (WHMIS) guidelines to ensure students understand how to handle and manage hazardous materials safely within a medical office environment.
4. **Medical Records Filing:** Students will learn effective strategies for organizing, maintaining, and retrieving medical records, including understanding different filing systems, record retention policies, and confidentiality requirements.
5. **Patient Preparation:** This module focuses on preparing patients for medical procedures, including taking vital signs, providing instructions for specific tests or treatments, and ensuring patient comfort and safety.
6. **Oral Communications:** Students will develop strong oral communication skills to effectively interact with patients, healthcare professionals, and colleagues in a medical office setting, emphasizing active listening, empathy, and professionalism.
7. **Reception Techniques:** This module covers essential reception techniques, such as appointment scheduling, telephone etiquette, managing inquiries, and providing excellent customer service to patients and visitors.
8. **OHIP Billing:** Students will learn the Ontario Health Insurance Plan (OHIP) billing process, including accurate completion of billing forms, understanding fee schedules, and adhering to billing regulations.
9. **Medical Transcription:** This module focuses on developing accurate medical transcription skills, including listening to dictated recordings and converting them into written medical reports while maintaining confidentiality.
10. **QuickBooks:** Students will gain proficiency in using QuickBooks software for basic financial management tasks, such as managing accounts receivable, tracking expenses, and generating financial reports relevant to medical offices.
11. **Office 365:** This module covers the essential applications within the Microsoft Office 365 suite, including Word, Excel, PowerPoint, and Outlook, with a focus on their practical use in a medical office environment.
12. **Anatomy & Terminology:** This module provides study of the various systems of the human body, including the musculoskeletal, gastrointestinal, cardiovascular, respiratory, hematic/lymphatic, senses/integumentary, reproductive, endocrine, nervous, and urogenital systems. Students will learn about the anatomical structures, functions, common disorders, and medical terminology associated with each system. Additionally,

the module covers vital signs assessment, physical crisis management, immunization protocols, baby care, medical office communication, and aseptic techniques to ensure a comprehensive understanding of essential medical practices.

Learning Outcomes -

Upon successful completion of the program, students will be able to:

1. Demonstrate knowledge and understanding of medical office systems, technology, and administrative processes.
2. Apply WHMIS guidelines and maintain a safe and healthy working environment within a medical office.
3. Organize and maintain accurate medical records, including filing and retrieval techniques.
4. Prepare patients for medical procedures, ensuring their comfort and safety.
5. Communicate effectively with patients, healthcare professionals, and colleagues in a medical office setting.
6. Utilize reception techniques to manage appointments, handle inquiries, and provide excellent customer service.
7. Understand the OHIP billing process and accurately perform billing procedures.
8. Transcribe medical documents and maintain confidentiality of patient information.
9. Utilize QuickBooks and MS Office applications for medical office-related tasks, including financial management and document processing.
10. Demonstrate a solid understanding of various body systems, their functions, and common medical terminology.
11. Schedule and confirm medical appointments and receive and communicate messages for medical staff and patients
12. Enter and format electronically based medical reports and correspondence and prepare spreadsheets and documents for review
13. Interview patients in order to complete forms, documents and case histories
14. Complete insurance and other claim forms
15. May supervise and train other staff in procedures and in use of current OHIP software.

Note: The learning outcome may vary based on every individual's learning objectives and focus on the program.

By the end of the program, students will have gained practical experience with various accounting software, mastered essential office procedures, and developed the skills necessary to succeed in an administrative and accounting role.