

Medical Receptionist

Diploma

Program Objective

The objective of this program is to provide the student with opportunities to acquire and apply Medical Receptionist knowledge and skills to meet the demands of today's businesses.

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

Method of Delivery

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

Career Opportunities

Careers which correspond to the skills learned include:

- Dental Receptionist
- Physician's Receptionist
- Optometrist's Receptionist
- Medical Receptionist

Duties and Responsibilities

- Word processing, creating spreadsheets, and managing databases.
- Scheduling appointments and making referrals (both manually and via the computer).
- Executing general office duties (e.g., filing, sorting, and copying).
- Remaining current with respect to medical office procedures and medical office terminology.

Required Skills and Personal Attributes

- Verbal and written communication skills
- Basic computer skills
- Well organized
- A warm and friendly personality
- A pleasant telephone manner

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

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.

Competencies upon Completion

Core Courses

- **Keyboarding**
Minimum 25 words per minute (WPM)
- **Operating Systems**
Basic level of proficiency in a Windows operating system
- **Word Processing**
Advanced level of proficiency in Microsoft Word
- **Spreadsheets**
Basic level of proficiency in Microsoft Excel
- **Database Management**
Basic level of proficiency in Microsoft Access
- **Job Readiness/Employability Skills**
Job Search and Résumé Writing
- **Office Skills**
Basic level of proficiency in Microsoft Outlook, Office Procedures Level 1, and Basic Bookkeeping Level 1
- **Help Desk & Call Centre Skills**
Telephone Communication Skills
- **Business Skills**
Customer Service, Business Correspondence Level 1, Business Math, and Grammar Essentials for Business Writing
- **Healthcare**
Introduction to Medical Terminology, Medical Office Procedures, Medical Receptionist Practical Simulation, and EHR, Billing and Coding