

Medical Office Administration

PROGRAM OBJECTIVES

The Medical Office Administration diploma provides students with the basic knowledge, skills, and work experience needed to become permanently employable in various medical settings.

Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, including medical language, transcription, and medical office procedures.
- Full range of computer and office skills, including current software applications, keyboarding skills of 40 wpm, general office management and accounting.
- Customer service, personal and professional development.

THE PROGRAM WILL PROVIDE

- The comprehensive background to provide medical administrative support to all areas and levels in a medical setting.
- The understanding to serve as the contact individual for the office, in person and on the telephone.
- The ability to screen patient related telephone calls, respond to inquiries and provide appropriate direction.
- The skills to transcribe medical consultation letters and reports.
- The background to administer financial and accounting duties such as processing transactions, paying bills, completing deposits and maintaining the ledger.
- The knowledge to set-up and maintain office/patient filing system; verify, process and update data.
- The training to maintain a computer-based appointment calendar.
- Personal and professional development and customer service.

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 can follow instructions. Applicants whose first language is not English must provide proof of English proficiency.

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.

Program: MOA

Program Category: Healthcare
Credential: Ontario College Diploma

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

Length: 40 weeks

Duration: 1 year

Location: Owen Sound Campus

Anticipated salary: C\$26,335 – C\$45,901
(Information from PayScale Canada)

Career Opportunities:
Medical Office Administrators 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 healthcare delivery team and perform many administrative and some basic clinical procedures. Typical job titles include Medical Office Assistant, Medical Secretary, Medical Stenographer and Secretary Ward.

Graduation requirements:
Students must achieve a 75% average to obtain the diploma.

DUTIES AND RESPONSIBILITIES

- Serve as the contact individual for the office, both in person and over the telephone.
- Screen patient-related phone calls, respond to inquiries, and provide appropriate direction.
- Provide administrative support to the director of the facility.
- Provide clerical support to the nursing department.
- Transcribe medical consultation letters and reports.
- May supervise, train and coordinate the work of junior office staff (i.e., temporary office assistants).
- Administer financial and accounting duties, such as processing transactions, paying bills, completing deposits, and maintaining the ledger.
- Set-up and maintain office/patient filing system (i.e., verify, process, and update data).
- Manage records and store information efficiently.
- Maintain computer-based appointment calendars.

REQUIRED SKILLS AND PERSONAL ATTRIBUTES

Attributes of a successful Medical Office Administrator include knowledge of doctors' general office procedures, transcription, and proficiency in medical terminology.

Medical Office Administrators require good written and verbal communication skills, strong word processing skills, the ability to multi-task and prioritize, and strong organizational skills.

They should be detail-oriented, dependable, flexible, and able to maintain confidential information. Excellent interpersonal skills and being a team player are very important in this role.

Medical Office Administrators should also possess a pleasant and professional telephone manner.

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 - 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
- Accounting - Sage 50 Premium Accounting
- Office Skills - Basic level of proficiency in Microsoft Outlook and Basic Bookkeeping Level 1
- Business Skills - Business Correspondence Levels 1 and 2, Business Math, Customer Service, Grammar Essentials for Business Writing, and Workplace Success/Intrapreneurship
- Help Desk & Call Centre - Telephone Communication Skills
- Healthcare - Learning Medical Language, Medical Office Procedures, Medical Transcription, and EHR, Billing and Coding



CREDIT ARTICULATION WITH GEORGIAN COLLEGE

Students who successfully complete the MOA program by maintaining a 60% pass rate in each course, achieve an overall score of 6.0 in the IELTS, and satisfy Georgian College entry requirements, will be permitted to enter directly into Semester 3 of the 2-year Diploma in Office Administration – Health Services at Georgian College.