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**Become an in-demand
healthcare worker!**



Healthcare Faculty

MEDICAL OFFICE ADMINISTRATION



Employment Opportunities

- Medical Administrative Assistant
- Medical Secretary
- Reception & Switch Board Operators
- Security Administrator
- Ward Secretary- Hospital
- Medical Stenographer

And many more.

38 WEEKS

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760 HOURS

Flexible Schedule

Average Pay

\$22.56 / HOUR *

* Source: Job Bank Canada (2024)
Wages may vary based on different
job titles and duties.)



Program Summary

Our Medical Office Administration program prepares students for administrative roles in medical settings. Graduates will learn to employ accurate medical terminology in interactions with medical staff and clients/patients as well as assist medical professionals in patient care and administration. They will also be equipped to produce transcribed reports and handle computerized OHIP billing along with associated documentation.



What Do Medical Office Administrators Do?



Medical office administrators, also known as medical secretaries or assistants, manage the administrative tasks in a medical practitioner's office. Their primary goal is to ensure efficient office operations, address patient needs, handle phone calls, manage patient files, and deal with billing issues. Additionally, they maintain calendars for medical professionals, serving as the initial point of contact for patients, checking them in, providing forms and answering questions while ensuring a comfortable waiting experience.



Learning Modules

- Microsoft Windows 10 - **20 hours**
- Microsoft Word 365 - 1 - **20 hours**
- Microsoft Word 365 - 2 - **40 hours**
- Microsoft Excel 365 - 1 - **40 hours**
- Microsoft PowerPoint 365 - **20 hours**
- Business Communications - **80 hours**
- Keyboarding - **20 hours**
- QuickBooks Online - **80 hours**
- Canadian Healthcare System - **20 hours**
- Medical Office Administration - **120 hours**
- Anatomy and Physiology - **80 hours**
- Introduction to Pharmacology - **60 hours**
- Medical Transcription - **60 hours**
- Medical Coding and OHIP Billing - **60 hours**
- First Aid, CPR and COVID-19 protocols - **20 hours**
- Employment Readiness - **20 hours**

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Modules

Microsoft Windows 10

20 Hours

This module will familiarize students with the key features of Windows 10, including the redesigned Start menu, updated icons, and enhanced interface elements. It will also cover advanced security features such as biometric authentication, the new Edge browser which succeeds Internet Explorer, and the virtual assistant, Cortana.

Microsoft Word 365 - 1

20 Hours

This module will guide students in understanding the types of tasks typically required in a professional office environment. Additionally, it will validate their skills with the Microsoft Office Suite, enabling them to effectively complete projects and tasks based on workplace demands.

Microsoft Word 365 - 2

40 Hours

This module will guide students in understanding the types of tasks typically required in a professional office environment. Additionally, it will advance their Microsoft Office Word 365 skills, enabling them to effectively complete projects and tasks based on workplace needs.

Microsoft Excel 365 - 1

40 Hours

This module will equip students with the skill set to efficiently utilize Microsoft Office Excel 365 in the workplace.



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Modules

Microsoft PowerPoint 365

20 Hours

This module will familiarize students with Microsoft PowerPoint 365 and how to effectively utilize it in the workplace.

Business Communications

80 Hours

This course is designed to bring the real world of international business communications into the classroom. It will help students improve their English communication skills through a task-based approach that includes discussions, group assignments, and case studies.

Keyboarding

20 Hours

This subject helps students achieve the following goals: mastering proper techniques for accurate and rapid typing, and reaching a typing speed of 25 words per minute with a maximum of two errors.

QuickBooks Online

80 Hours

This module introduces students to QuickBooks Online as a small business accounting tool. It covers how to perform simplified day-to-day accounting transactions and manage individual financial entries. Additionally, the course demonstrates how accounting information is generated and utilized for making key business decisions.

Canadian Healthcare System

20 Hours

This module introduces students to the Canadian healthcare system, providing a historical overview and current perspectives on public and private healthcare services. Students will gain insight into Canada's Medicare program, including the services covered under it, and learn about the healthcare system from both federal and provincial viewpoints. The course will also cover the composition of the healthcare team while emphasize the importance of ethics and confidentiality in healthcare.

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Modules

Medical Office Administration

120 Hours

This subject will provide medical office administrative students with an understanding of the stringent requirements for confidentiality, work ethics, reporting, and precision essential in the medical office assistant field in Canada. Instruction will include the skill sets necessary for securing employment in various medical settings.

Anatomy and Physiology

80 Hours

This subject introduces students to the fundamental principles of anatomy and physiology essential for a general understanding of the human body. It emphasizes the relationship between structure and function, as well as the connections between normal physiology and pathophysiology, normal anatomy and pathology, and homeostasis and homeostatic imbalances.

Introduction to Pharmacology

60 Hours

This module introduces medical office administration students to the fundamental principles of pharmacology. It covers drugs in relation to drug classes, disease types, and body systems. The goal is to equip students with the knowledge needed to proficiently spell, pronounce, and use common medications and their abbreviations.

Medical Transcription

60 Hours

This subject offers students a comprehensive understanding of medical transcription in allied health fields. The course provides hands-on training to ensure that medical transcriptionists develop advanced skills through practice in various medical specialties

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Modules

Medical Coding and OHIP Billing

60 Hours

This module will introduce students to the procedures for recording, billing, and reconciling health claims, primarily from the Ontario Ministry of Health and Long-Term Care, to ensure timely and maximum revenue collection.

First Aid, CPR and COVID-19 protocols

20 Hours

In this subject, students will participate in the Canadian Red Cross core First Aid and CPR courses, which cover cardiopulmonary resuscitation (CPR) and rescue breathing techniques for adults, children, and infants. This course meets the legislative requirements of provincial and territorial workers' safety and insurance boards. Students will receive First Aid and CPR certificates issued by the Canadian Red Cross. Additionally, the course will address key aspects of COVID-19.

Employment Readiness

20 Hours

This subject provides students with a comprehensive understanding of the skills needed to secure meaningful employment after graduation. Students will enhance their employment readiness through practical assignments, in-class discussions, job search strategies, and mock interviews.



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