

Medical Office Assistant

PROGRAM OBJECTIVES

Because success in today's healthcare world depends on having well trained employees who can multi-task to meet a variety of challenges, the Eastern College Medical Office Assistant program has been designed to provide students with all of the administrative and clinical knowledge and skills required for employment as a Medical Office Assistant.

During the program students learn to understand and use medical language; perform Doctors' general office procedures, type medical records, reports, case histories, correspondence and machine dictation; schedule and confirm medical appointments; receive and communicate messages for doctors and patients; interview patients to complete forms, documents and case histories; initiate and maintain confidential medical files and records; prepare financial statements and handle billing procedures including medical billing, insurance, and other claim forms; promote safety and work in a safe manner; order supplies and maintain inventory; plan and initiate procedural set ups including those required for patient preparation and maintenance for supplies and equipment; perform simple diagnostic procedures such as vital signs; and collect patient specimens as required.

Strong focus is given to communication skills, Microsoft Office Applications, Accounting applications, the ability to multi task and prioritize, organizational and detail skills, professional telephone manner, confidentiality, interpersonal skills and being a team player.

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CAREER OPPORTUNITIES

Medical Office Assistants 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 health care delivery team and perform many administrative and some basic clinical procedures. Typical Job Titles include Medical Office Assistant, Medical Secretary, Medical Billing Clerk, Medical Billing Secretary, Medical Office Administrator, Medical Receptionist, Clinical Assistant, Ward Secretary and Booking Clerk.

Note: Some career and education options may require advanced degrees, further training or experience.

PREREQUISITES

Grade 12 or equivalent.

TECHNICAL REQUIREMENTS

Students require a Windows OS (PC) based computer and high-speed broadband internet connection. It is the responsibility of students to ensure they have access to a reliable internet connection and functioning PC: a lack of internet connection or PC will not be considered an acceptable reason for non-completion of course work.

PC minimum requirements:

- Windows 8 or newer (Windows 10 preferred)
- 1.6 gigahertz (GHz) or faster 2-core, 4GB RAM, 4GB free HD
- Various web browsers may be required to participate in coursework, i.e. Firefox, Chrome, Edge. Internet Explorer is not recommended.

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If you have an Apple (Mac):

- Compatible operating systems include OS X
- Web browsers supported include Firefox, Chrome or Safari

Your computer must be equipped to view multimedia presentations (video and audio) with speakers/headphones and a webcam and microphone (either integrated or USB) to participate using web conferencing software like Microsoft Teams or Adobe Connect.

While mobile devices may allow some participation in an online course, functionality may be limited and they are not guaranteed to meet all your coursework needs. We recommend students do not attempt assignments or quizzes when using a mobile device, such as a smartphone or tablet, due to compatibility issues.

As an active registered Eastern College student, you will receive licensed access to Microsoft Office 365 at no additional cost. Individual courses may have additional software requirements such as programs for playing audio or video, or a specific software application such as Excel. In some courses, it may be necessary to install specific software used in the course on your computer.

EXAM PROCTORING

While studying online, there will be several courses that will require a final exam or assessment that is proctored to ensure academic integrity is maintained. Students will have two options:

Option 1 – students complete the exam from home with remote proctoring. Students will be recorded and observed during the exam using Proctorio remote exam proctoring. Students must write the exam on the computer that meets the minimum system requirements as outlined above.

Option 2 – student may come in-to any Eastern College campus and write the exam in person. If you would like to write the exam in person, you will need to schedule this time in advance with your instructor.

GRADUATION REQUIREMENTS

A student must obtain an overall grade of 70% in each module in order to graduate and receive a diploma - A student must also complete all requirements of the Student Success Strategies, Career Planning and Preparation modules.

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PROGRAM OVERVIEW

Course	Hours	Course	Hours
Student Success Strategies	20	Anatomy, Physiology and Terminology	80
Computer Fundamentals	20	Pathology and Pharmacology	60
Microsoft Word	40	Healthcare Fundamentals	20
Microsoft Excel	40	Introduction to Medical Transcription	40
Microsoft PowerPoint	20	Customer Service and Practice Administration	80
Microsoft Outlook	20	Medical Office Assistant Clinical Procedures	40
Introduction to Accounting	80	Career Planning and Preparation Level I	20
Diversity in the Workplace	20	Career Planning and Preparation Level II	20
Business Communication	20		
		TOTAL WEEKS (without breaks)	32

COURSE DESCRIPTIONS

Student Success Strategies

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note-and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem solving skills, setting SMART goals and maintaining a positive attitude; techniques for managing change, stress and conflict will also be explored. Students will be evaluated through a variety of assignments, projects, presentations, quizzes and exams in addition to their participation throughout the course.

Computer Fundamentals

Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

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Microsoft Word

This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools.

Microsoft Excel

This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and pivot tables, and using data tools. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Microsoft PowerPoint

This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations. Students will be evaluated through a variety of assignments, projects, presentations, quizzes and exams in addition to their participation throughout the course.

Microsoft Outlook

This Microsoft Outlook course is created for students to build and validate the skills businesses need to succeed in today's information economy. It also provides students with the skills and knowledge they need to use to effectively manage e-mails, contacts, calendars, and tasks. Outlook has become the corporate standard electronic personal organizer. These are the foundational skills needed to communicate using Outlook in a variety of positions within and organization. This course is computer intensive and demands basic computer proficiency and understanding of e-mail software. Students are expected to make arrangements to meet proficiency needs.

Introduction to Accounting

In this course students will be introduced to accounting concepts and procedures. Students will learn about debits and credits and how to analyze and record business transactions. In addition, students will look at banking procedures, cash control as well as payroll concepts and procedures, including employee taxes. They will also gain an understanding of the employer's tax responsibilities. In this course, students learn how to set up and interact with the different ledgers to support small business activities. In addition, students will perform General Ledger, Accounts Payable, Accounts Receivable and Payroll transactions.

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Diversity in the Workplace

This course introduces students to diversity and its strengths in the workplace. Among the topics covered are the strengths of diversity, its occasional challenges, how to manage diversity in the workplace, and the value of diversity training. Diversity in group dynamics is also addressed, with an emphasis on the strengths of a heterogeneous group and the types of diversity found in it.

Business Communication

This course is designed to give students a basic understanding of communication skills in the business environments. Focus will be placed on both written and spoken communications. Students will review the basic writing process with emphasis on the mechanics of writing. They will also learn the importance of effective spoken communication.

Anatomy, Physiology and Terminology

This course will introduce the foundations of the language of medicine and will develop medical vocabulary through the study of the structures and functions of the major body systems. Topics include medical terminology; general body organization; and the skeletal, muscular, cardiovascular, lymphatic, immune, respiratory, digestive, urinary, nervous (including special senses and psychiatric disorders), integumentary, endocrine, and reproductive systems.

Pathology and Pharmacology

In this course, students will be introduced to pharmacology, and will learn about the different classes of drugs and their use in the treatment of a range of medical conditions. Routes of drug administration and drug effects will also be discussed. Diseases, diagnostic and treatment procedures relating to the major body systems will be explained throughout the course, with a focus on medical terminology. After completing the course, students should be able to demonstrate knowledge of common diseases and how they are diagnosed and treated.

Healthcare Fundamentals

This course is designed to introduce students to the Medical Office Assisting profession. Students will learn about the Canadian healthcare system in general including facilities, professionals, and legal and ethical considerations of the field. The course will also look at the roles and responsibilities of the MOA within the healthcare system.

Introduction to Medical Transcription

This course will introduce students to the process of transcribing medical dictation. Students will practice transcription to create a variety of clinical documents. Challenges to dictation will be introduced including accents, background noises, muffled speaking, voice recognition software, etc. Students will also be expected to develop excellent proofreading skills.

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Customer Service and Practice Administration

Students will be introduced to the administrative tasks of the healthcare environment. Office communications and customer service skills will be developed, as well as skills in scheduling and preparing patient records. Students are expected to demonstrate knowledge of billing procedures for both provincial healthcare programs and third-party payers.

Medical Office Assistant Clinical Procedures

In this course, students will learn the Medical Office Assistant's role in clinical procedures commonly performed in a medical office. Students will develop clinical skills through interactive online activities. Areas of focus include infection control and workplace safety (WHMIS), prescription handling, diagnostic testing, and assisting with the patient exam.

Career Planning and Preparation Level I

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contracts, and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

Career Planning and Preparation Level II

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment. Students will be evaluated through a variety of assignments, projects, and quizzes in addition to their participation throughout the course.

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