

Medical Office Administration – Online

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 Administration program has been designed to provide students with all of the administrative and clinical knowledge and skills required for employment as a Medical Office Administrator.

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 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 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

1. Student has Grade 12 or equivalent or meets criteria for Mature Student Status.
2. Mature students must be 19 years of age, pass a qualifying test, and provide a Letter of Intent OR resume that supports their skills and aptitudes to be successful in the program.
3. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.

TECHNICAL REQUIREMENTS

For updated technical requirements of your program, please click here:

[Business, Healthcare, Law, and Supply Chain Programs](#)

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EXAMPROCTORING

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 60% 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.

PROGRAM OVERVIEW

Course	Hours
Student Success Strategies	20
Digital Literacy for Professionals	20
Microsoft Word Part 1	20
Microsoft Word Part 2	20
Microsoft Excel	40
Microsoft PowerPoint	20
Microsoft Outlook	20
Bookkeeping for Medical Office Assistants	80
Diversity in the Workplace	20
Business Communication	20
Anatomy, Physiology and Terminology	80
Pathology, Pharmacology and Treatment	60
Healthcare Fundamentals	20
Introduction to Transcription	40
Customer Service and Practice Administration	80
Medical Office Assistant Clinical Procedures	40
Career Planning and Preparation - Level 1	20
Career Planning and Preparation - Level 2	20
TOTAL WEEKS (without breaks)	32

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COURSE DESCRIPTIONS

Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic, and career success. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course is designed specifically for the online learner. Therefore, the course emphasizes strategies needed to succeed in an online program, such as navigating technology efficiently, interacting and engaging with peers and facilitators, and managing learning time and space.

Digital Literacy for Professionals

This course introduces students to the fundamental concepts and principles of learning and working in a digital environment. This course covers the following elements: using devices and handling information, creating and editing information, communicating and collaborating, and being safe and responsible online. This course will also cover proper naming conventions and folder organization.

Microsoft Word Part 1

This course is a combination of virtual training, projects, and exams in Microsoft Word. Skills covered include formatting text for layout and appearance, formatting document parts, using styles, working with header/footer content, inserting and formatting tables, graphics, and pictures, and working with templates and themes.

Microsoft Word Part 2

This course consists of a combination of virtual training, projects, and exams in Microsoft and builds on the skills introduced in Microsoft Word Part 1. Students learn a comprehensive set of skills, with coverage including mail merge tool, collaborating and reviewing documents using track changes, linking and embedding objects, working with hyperlinks, creating and customizing styles, document properties and basic use of macros.

Microsoft Excel

This course is a combination of virtual training, projects, and exams in Microsoft Excel. Skills covered include working with workbooks and worksheets, inputting data into worksheets, formatting cells, using functions and formulas, and creating and editing charts.

Microsoft PowerPoint

This course is a combination of virtual training, projects, and exams in Microsoft PowerPoint. Skills covered include the creation of attractive, professional-looking presentations, using and formatting animations, transitions, pictures, audio, video, charts, tables, and incorporating speaker notes and annotations into presentations.

Microsoft Outlook

This course is a combination of virtual training, assessments, and exams related to Microsoft Outlook. Skills covered include how to organize and manage communications, contacts, schedules, and tasks. Email and meetings are a major part of the professional world, learning how to compose, send, receive, store, and delete email messages, meetings, and appointments is crucial and covered in this module.

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Bookkeeping for Medical Office Assistants

This course introduces fundamental bookkeeping principles and practices for Medical Office Assistants (MOAs). In this course you will perform basic bookkeeping procedures, be able to use basic bookkeeping terminology, and manage accounts receivable and accounts payable. You will be able to make journal entries and record transactions in the General Ledger. You will also learn basic information about calculating sales tax, managing cash, reconciling banking, and managing purchasing and inventory. You will see how bookkeeping plays a part in the role of an MOA.

Diversity in the Workplace

This course introduces 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 types of diversity.

Business Communication

This course introduces basic understanding of communication skills in the business environment, with the focus being on both written and spoken communication. Topics covered include critical reading and the basics for effective written communication, effective spoken communication, oral presentation, and effective agendas and minutes.

Anatomy, Physiology and Terminology

This course introduces 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 skeletal, muscular, cardiovascular, lymphatic, immune, respiratory, digestive, urinary, nervous (including special senses and psychiatric disorders), integumentary, endocrine, and reproductive systems.

Pathology, Pharmacology and Treatment

This course introduces pharmacology and the different classes of drugs and their use in the treatment of a range of medical conditions. Routes of drug administration and drug effects are covered, as well as diseases and diagnostic and treatment procedures relating to the major body systems 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 introduces the medical office-assisting profession. Topics covered relate to the Canadian healthcare system in general, including types of facilities and professions, and legal and ethical considerations in the field. The roles and responsibilities of the MOA within the healthcare system are explored.

Introduction to Transcription

This course introduces the process of transcribing medical dictation. Using transcription equipment to create a variety of clinical documents while managing challenges to dictation, such as accents, background noises, muffled speaking, voice recognition software, and so on. The development of excellent proofreading and editing skills is addressed.

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Customer Service and Practice Administration

This course introduces the administrative tasks of the healthcare environment and covers topics such as office communications and customer service skills, scheduling, preparing patient records, preparing agendas for meetings, and taking minutes. Topics also covered include healthcare funding in Canada, billing procedures for uninsured services, and third-party payers. Workplace skills, virtual assistant, the role of the clinical secretary, and some hospital procedures are also explored.

Medical Office Assistant Clinical Procedures

This course addresses the Medical Office Assistant's role in clinical procedures commonly performed in a medical office. Clinical skills covered through demonstrations and labs include infection control and workplace safety (WHMIS), prescription handling, diagnostic testing, and assisting with the patient exam.

Career Planning and Preparation - Level 1

Career Planning and Preparation Level 1 introduces tools for a successful job search. This course will help you maintain a career-focused approach throughout your academic program. You will learn basic career preparation skills, such as how to research opportunities, network for industry contacts, and how to use appropriate etiquette when communicating with prospective employers. You will identify your personal skills, values, and preferences for the workplace, begin preparation of a professional résumé and cover letter, and organize proof documents for your career portfolio. Asynchronous discussion board dialogues about various career-planning topics will round out this module. This course is a pre-requisite for Career Planning and Preparation Level 2.

Career Planning and Preparation - Level 2

This course builds on the concepts and skills introduced in Career Planning and Preparation – Level 1. Topics covered include how to conduct an effective job search and identify various methods of applying for work. Important career tools are the focus with the creation of a personal list of "Top Employers" and current industry opportunities, as well as finalizing a professional résumé, career portfolio, and career correspondence. Interview skills explored and practiced include the identification of different types and forms of interviews, responding to typical questions, evaluating job offers, and negotiating terms of employment. Self-management topics are reviewed with a focus on strategies for long-term professional success.

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