Medical Office Administration + Internship

PROGRAM OBJECTIVES

Medical Office Administration + Internship is a 46-week program. This program is designed to prepare students for a rewarding career in healthcare. It will equip students with the skills and knowledge needed to support the day-to -day operations of medical offices, clinics, and hospital units. Students will gain expertise in medical office procedures, electronic health records, billing and basic bookkeeping, healthcare law, and patient interaction. The curriculum emphasizes administrative skills such as scheduling, health information management, and communication. Additionally, students will learn about medical terminology and anatomy, healthcare ethics, and confidentiality, ensuring they are well-versed in the essential skills of the healthcare field.

CAREER OPPORTUNITIES

Upon completion of the of the Medical Office Administration program, you may find employment in a variety of Medical Administrative settings including Medical Office Assistant, Medical Office Administrator, Registration/Scheduling Clerk, Medical Office Clerk, Nursing Unit Clerk, Medical Administrative Assistant, Medical Receptionist.

CERTIFICATIONS

Successful graduates of this program will meet the academic requirements for the Canadian College of Health Information Management (CCHIM) and will be eligible to write the National Certification Exam (NCE) to obtain the Health Information - Certified Associate (HICA) designation, issued by the Canadian Health Information Management Association (CHIMA). One sitting of the NCE (National Certification Examination) is included in the program fees.

Students must achieve a minimum passing grade of 60% in each course within the program to be eligible for graduation and certification eligibility.

The HICA designation is recognized nationwide in Canada as the benchmark of professional excellence in point-of-care and health information roles.

It affirms a graduate's expertise across technology, office administration, clinical competencies, professionalism, and healthcare systems. This credential demonstrates readiness to excel in diverse healthcare environments, including hospitals, clinics, public health agencies, and private sector organizations.

To receive the HICA designation, graduates must:

• Successfully complete an accredited HICA program (meeting course and practicum requirements)

• Achieve passing marks on the national certification examination administered by CCHIM

• Maintain an active CHIMA membership and adhere to CHIMA's professional code of ethics and continuing professional education (CPE) requirements Additional information on certification eligibility, exam registration, and membership can be found on https://www.echima.ca/

PREREQUISITES

ADMISSION REQUIREMENTS:

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

PRACTICUM REQUIREMENTS:

- Students must provide a Provincial Routine Immunization Schedule and any other local health requirements (for in-person programs).
- Students maybe be required to provide a clear Criminal Record Check.
- Additional host requirements may apply.

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Medical Office Administration + Internship

- All students must pass the core theoretical portion of their program to be eligible for their placement/internship.
- Students should provide a resume intended for their job search.
- Students must achieve satisfactory attendance.

GRADUATION REQUIREMENTS

A student must obtain an overall grade, in each module of at least 60% in order to graduate and receive a diploma. A student must complete all requirements of Student Success Strategies and any certificate training.

PROGRAM OVERVIEW

Course	Hours
Student Success Strategies	20
Digital Literacy for Professionals	40
Career Planning and Preparation Level 1	20
Microsoft Word	40
Microsoft Excel	40
Microsoft PowerPoint	20
Microsoft Outlook	20
Business Communication	40
Anatomy, Physiology, and Terminology	80
Clinical Pathology	80
Concepts in Healthcare	20
Medical Ethics	20
Records Management	40
Medical Office Procedures with Simulation	80
Medical Billing and Bookkeeping	80
Hospital Unit Procedures	40
Medical Office Administration Clinical Skills	40
Standard First Aid / CPR/ WHMIS	20
Career Planning and Preparation Level 2	20
Medical Office Administration Internship (8 weeks)	200
TOTAL WEEKS	**46**
TOTAL HOURS	**960**

*Number of breaks will depend on student start date

**Work terms/internships are scheduled for a minimum of 25 hours per week, but the total number of hours worked, and the timing of hours scheduled are at the discretion of the employer/host to a maximum of 40 hours per week.

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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 emphasizes strategies needed to succeed in your program, Medical Office Administration + Internship such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

Digital Literacy for Professionals

This course introduces essential concepts and principles for navigating and working in a digital environment. Key topics include using devices, managing information, creating and editing content, communicating and collaborating with digital tools, and ensuring online safety and responsibility. You will also apply best practices for folder organization and file naming conventions.

Career Planning and Preparation Level 1

This course will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this course will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise Elevator Pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

Microsoft Word

This Microsoft Office Word course is created for you to build and validate the skills businesses need to succeed in today's information economy. It also provides you with the skills and knowledge you need to use Microsoft Office Word effectively in all aspects of your personal and professional lives. Word is the world's most popular word processing software. Learning how to create, edit, format and print documents, enhance work with formatting, use bullets and numbering, add simple borders, tables, headers/footers, organizing data columns, and styles, are the foundational skills needed to perform in many positions. This course is computer intensive and demands basic computer proficiency and a basic understanding of word processing software. The course combines Theory/demonstration by an instructor with readings, trainings, projects, and a final exam for you to work on in a simulation-based environment.

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Microsoft Excel

This Microsoft Office Excel course is created to help you build and validate the skills needed to succeed in today's economy. It will also provide you with the skills and knowledge you need to use Microsoft Office Excel effectively in all aspects of your personal and professional lives. Excel is the world's most popular spreadsheet software. Whether you are managing a household or running a small business, Excel will help you develop useful techniques to help business processes. This course is computer intensive and demands basic computer proficiency and a basic understanding of spreadsheet software.

Microsoft PowerPoint

This course will show you how to create and modify basic presentations by using Microsoft PowerPoint. You will explore the PowerPoint environment and create a presentation; you will format text on slides to enhance clarity and visual appeal; and you will also add and modify graphical objects in order to finalize and deliver a presentation. This course is computer intensive and demands basic computer proficiency and a basic understanding of PowerPoint software.

Microsoft Outlook

This Microsoft Outlook course builds and validates the skills individuals need to succeed in today's information economy. It will provide you with the skills and knowledge you need to use to effectively manage emails, 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 an organization. This course is computer intensive and demands basic computer proficiency and a basic understanding of email software.

Business Communications

This course is designed to provide a basic understanding of communication skills in business environments. Focus will be placed on both written and spoken communications. You will review the basic writing process with emphasis on the mechanics of writing. You will also learn the importance of effective spoken communication, deliver an oral presentation, and participate in a mock meeting.

Anatomy, Physiology and Terminology 1

In this course you will gain a comprehensive understanding of medical language, including prefixes, suffixes, root words, and abbreviations, alongside anatomy and physiology concepts. You will develop the ability to analyze, spell, define, pronounce, and apply medical words that relate to specific body systems and their pathology. In addition, you will acquire the skills to accurately communicate medical information and understand the structure and function of the human body.

Clinical Pathology

This course introduces you to the processes of disease and treatment in medicine. You will learn about common symptoms and pathologies of the 12 body systems. Diagnostic and treatment methodologies will also be introduced, including laboratory testing, diagnostic imaging and pharmacology. Word building skills will be continually developed along with pronunciation and spelling.

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Concepts in Healthcare

This course provides a comprehensive introduction to essential healthcare concepts, including the definitions and distinctions between health, wellness, illness, disease, and disability. You will explore public and population health principles, examining how social determinants affect health outcomes. The module covers the foundational elements of the Canadian healthcare system, including an analysis of the Canada Health Act. By the end of the course, you will have a solid understanding of the frameworks and policies that guide health promotion, disease prevention, and healthcare delivery in Canada.

Medical Ethics

This course examines the rights of patients and clients and the obligations of medical and other healthcare practitioners. You will be introduced to the fundamentals of ethical theory and decision making, and will examine the ways in which moral decisions are made in practice. Issues to be addressed include disclosing information to patients, interfering with a patient's liberty for their own good, limits to the protection of patient confidentiality, protections for humans and animals in experimentation, respect for cultural diversity, and fairness in the allocation of scarce healthcare resources.

Records Management

In this course, you will learn about the content and requirements for patient records, as well as how to manage records within a healthcare system. You will also learn about the storage and retention of records, and the role of healthcare professionals in protecting the privacy, security, and confidentiality of patient information.

Medical Office Procedures with Simulation

This course introduces you to the administrative tasks required for medical offices and other healthcare settings. It explores areas such as the impact of the law on the medical office, communication and customer service skills, scheduling, creating patient records, preparing agendas for meetings, and taking minutes. You will learn important interpersonal skills relating to professionalism, time management, problem-solving, responding to change, and working effectively in a team environment. You will also explore practice management technologies, electronic medical record systems (EMRs), and the role of the medical office administrator in creating, transcribing, and maintaining records. There will be opportunities to practice communication, customer service and administration skills in simulation activities throughout the course, applying best practices relating to privacy, ethics, sensitivity, and diversity.

Medical Billing and Bookkeeping

This course introduces you to fundamental bookkeeping principles and billing practices for medical office administration. You will perform basic bookkeeping procedures, be able to use bookkeeping terminology, and manage purchasing and inventory. You will also make journal entries and record transactions in QuickBooks Online. You will learn about calculating sales tax, managing cash, reconciling banking, and managing purchasing and inventory. Skills in billing provincial medicare for services provided by general practitioners, specialists and surgeons will be developed through scenarios and simulations, as well as worker's compensation and private insurance billing. You will practice the billing and submission process using EMR software.

Hospital Unit Procedures

This course introduces you to the administrative roles, organizational structure, and operational procedures in a hospital setting. You will focus on applying procedures related to admitting, transferring, and discharging patients, along with documenting physician orders delivered throughout the hospital stay.

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Medical Office Administration Clinical Skills

This course addresses the medical office administrator's role in clinical procedures commonly performed in a medical office setting. You will explore clinical skills through demonstrations and labs, including vital signs, infection prevention and control (IPAC), workplace safety (WHMIS), prescription handling, specimen handling, diagnostic testing, and assisting with the patient exam. You will learn the importance of demonstrating professionalism and customer service skills during Clinical procedures.

Career Planning and Preparation - Level 2

This module builds on concepts and skills introduced in the Career Planning and Preparation Level 1 module. In this subsequent module, you will update and refine your résumé and LinkedIn Profile. You will continue writing cover letters and learn the value of customizing cover letters to specific job postings. You will have the opportunity to apply this knowledge as you conduct a job search and write a cover letter tailored to an ideal job post. Through research, you will create a list of top employers and target current industry opportunities. You will learn about current methods for applying to job postings using technology. You will also gain an understanding of the job interview process, typical interview questions and possible responses, and expectations of both the interviewer and interviewee. In addition, you will engage in practical application of the interview process through role-play. Topics such as negotiating salary, self-management, and on-the-job success for placements and post-graduate employment will be also covered.

Standard First Aid /CPR/WHMIS

This course provides you with comprehensive CPR training. It includes the latest first aid and CPR guidelines and meets federal and provincial regulations for Standard First Aid and CPR Level C. The course includes the following topics: preparing to respond; the EMS system; check, call, care; airway emergencies; breathing and circulation emergencies; first aid for respiratory and cardiac arrest; wound care; head and spine injuries; bone, muscle and joint injuries; sudden medical emergencies; environmental emergencies; and poisons. The WHMIS section of this course teaches you the basic elements of WHMIS 2015 and the Global Harmonization System. This covers the safety measures and guidelines to be followed when exposed to or working with hazardous materials.

Medical Office Administration Internship

This practicum provides you with an opportunity to apply learned theory and skills taught within the program in a medical administration related work setting, under the supervision of a qualified professional. You will pursue the practicum experience in administration services in medical practices and hospitals, and will be expected to perform tasks appropriate for the entry level medical office administrator, under the supervision of a qualified practitioner.

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