

## Medical Office Administration Online

*This full-time program is 20 hours per week. Students are expected to engage in 2 courses a week for a minimum of 10 hours per course.*



## Diploma Program Length: 32 Weeks

**NOC Code: 1243, 1414**

<b>Preparatory Studies</b> Student Success Strategies Digital Literacy for Professionals Career Planning & Preparation – Level 1	<b>3 Weeks</b>
<b>Microsoft Office Applications</b> Microsoft Word Microsoft Excel Microsoft Outlook Microsoft PowerPoint Business Communication	<b>5 Weeks</b>
<b>Accounting and Applications</b> Bookkeeping for Medical Office Assistants	<b>4 Weeks</b>
<b>Anatomy, Physiology and Terminology</b> Anatomy, Physiology and Terminology Pathology Pharmacology and Treatment Healthcare Fundamentals	<b>8 Weeks</b>
<b>Medical Administration</b> Introduction to Transcription Customer Service and Practice Administration <ul style="list-style-type: none"><li>- Patient record Preparation</li><li>- Scheduling – EMR System (PS Suite); Medical Billing – OHIP and private insurance payments (MD Max)</li><li>- Communication Skills</li></ul> Diversity in the Workplace	<b>7 Weeks</b>
<b>Medical Office Assistant Clinical Procedures</b> <ul style="list-style-type: none"><li>- Infection Control and WHMIS</li><li>- Patient Assessment</li><li>- Vital Signs, Height and Weight</li><li>- Assisting with the Primary Physical Examination</li><li>- Assisting with Specialty Examinations and Procedures</li><li>- Understanding Diagnostic Procedures</li></ul>	<b>4 Weeks</b>
<b>Career Planning &amp; Preparation Level 2</b>	<b>1 Week</b>
<b>Keyboarding</b> – continuous learning throughout program	
<b>Program highlights include:</b> Registered and approved diploma Career services Job search assistance Alumni program benefits	

Additional notes and admission requirements can be found on page 2.

**Admission requirements:** Canadian High School Graduation Diploma or Mature Student Status (Mature students from Ontario must be at least 18 years of age by the program start date and successfully pass an academic achievement test. Mature students from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test). Please contact us for more detail regarding admissions requirements for international students. In addition, an entrance examination must be successfully passed; demonstrated fluency in English (oral and written); and an Admissions Interview to determine suitability for a career as a Medical Office Administrator.

**Accreditation policy:** Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its program.

**Note:** In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on start date.

You can find our key performance indicators (graduation rate, employment rate, etc.) at [www.triOS.com/kpi](http://www.triOS.com/kpi). These are older statistics from 2013.

triOS College is registered and approved as a Private Career College under the Private Career Colleges Act, 2005.

## 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 will cover the following elements: using devices and handling information, creating, and editing information, communicating, and collaborating, and being safe and responsible online.

### Career Planning & Preparation - Level 1

Career Planning and Preparation Level 1 introduces tools for a successful job search. The course will help students maintain a career-focused approach throughout their academic program. Students will learn basic career preparation skills, such as how to research opportunities, network for industry contacts 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 cover letter, and organize proof documents for their career portfolio. Asynchronous class discussion on the discussion board on various career-planning topics will round out this module. This course is a pre-requisite for Career Planning and Preparation Level 2.

### Microsoft Word

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 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, formatting cells, using functions and formulas, and creating and editing charts, tables, graphics, and templates.

### 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.

## **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 and Pharmacology**

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 Medical 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.

## **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 & 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 resume, career portfolio, and career correspondence. Interview skills explored and practiced are 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.