Let us help you discover a richer, more rewarding career.

Medical Office Administration (Online)

The Medical Office Administration Online diploma program at triOS is 32 weeks. The Medical Office Administration (Online) diploma program can empower you with the fundamental knowledge of the Canadian healthcare system. Develop skills in coordination, patient relations, inventory management, and medical facility administration.

This program is designed to provide you with the knowledge and skills you need to excel within the world of healthcare. You will be trained extensively in pathology and pharmacology, medical transcription, patient assessment, scheduling, and other key areas.

Program Benefits

✓ Learn Scheduling – EMR System (PS Suite); Medical Billing – OHIP and private insurance payments (MD Max)

✓ Assisting with the Primary Physical Examination

✓ Assisting with Specialty Examinations and Procedures

✓ Understanding Diagnostic Procedures

Here's a look at some of the courses included in this program:

Microsoft Applications
Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Business Communication

Accounting & Applications
Bookkeeping for Medical Office Assistants
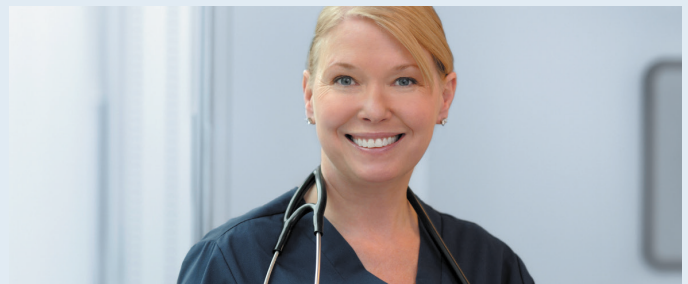
Anatomy, Physiology, & Terminology
Healthcare Fundamentals, Pathology Pharmacology and Treatment

Medical Administration
Medical Transcription, Customer Service, Communication Skills, Scheduling, Diversity in the Workplace

Clinical Procedures
Patient Assessment, Vital Signs, Diagnostic Procedures, Infection Control and WHMIS

Employment and Wage Outlook for Careers in this field:

94%
Employment Rate

$22
Average Wage/Hr

$32
High Wage/Hr

Employment Rate based on 2021 contactable triOS graduates employed in a related field within 12 months.
Source: workingincanada.gc.ca
NOC Code: 1243, 1414 - **Wage data is based on NOC 1243 and is rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

Career Opportunities

Medical Billing Clerk

Medical Billing Secretary

Medical Office Administrator

Medical Receptionist

Clinical Assistant

Employers Who Have Hired triOS Grads

ParaMed™
Redefining Care

BLUE CROSS®

niagarahealth
Extraordinary Caring. Every Person. Every Time.

Some Other Employers Are:

• Lakeridge Health
• William Osler Health Centre
• Achieve Physiotherapy
• Saint Elizabeth Health Care
• NewSkin MediSpa

"It was a very enjoyable experience and it made me want to continue learning."

– Cheryl B.,
triOS College Medical Office Administration Graduate

Medical Office Administration Online

NOC Code: 1243/13112

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.

Student Success Strategies Digital Literacy for Professionals Career Planning & Preparation - Level 1	**3 Weeks**

Microsoft Word Microsoft Excel Microsoft Outlook Microsoft PowerPoint Business Communication	**5 Weeks**

Bookkeeping for Medical Office Assisstants	**4 Weeks**

Anatomy, Physiology and Terminology Pathology, Pharmacology and Treatment Healthcare Fundamentals	**8 Weeks**

Keyboarding – continuous learning throughout program	

Introduction to Transcription Customer Service and Practice Administration • Patient record preparation • Scheduling - EMR System (PS Suite); Medical Billing - OHIP and private • Communication Skills Diversity in the Workplace	**7 Weeks**

Medical Office Assistant Clinical Procedures • Infection Control and WHMIS • Patient Assessment • Vital Signs, Height and Weight • Assisting with the Primary Physical Examination • Assisting with Specialty Examinations and Procedures • Understanding Diagnostic Procedures	**4 Weeks**

Career Planning & Preparation - Level 2	**1 Week**

Program Highlights Include:

- Registered and approved diploma
- Career services
- Job search assistance
- Alumni program benefits

Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR
   Is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent.*

2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.

3. The College admissions test for this program is the triOS College Business, Legal & Healthcare Entrance Exam. A passing score for this program is 60%.

   *Applicants 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.

   International Students: Please contact us for more detail regarding admissions requirements.

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.

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 triOS 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.

Accreditation Policy:

Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

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 the program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at www.triOS.com/kpi.

These are statistics from 2018.

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.

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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.

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