

Transitions College

of Business & Career Studies

4687 Queen St., Niagara Falls, ON L2E 2L9 Tel.905-358-7760 Fax.905-358-5847
info@transitionscollege.ca www.transitionscollege.ca

MEDICAL OFFICE ADMINISTRATOR DIPLOMA

Description:

Learning outcomes required to be a successful contributor to health care. Students will acquire the necessary skills to greet people at doctors' offices, hospitals, medical clinics, and other medical settings. Be able to direct visitors to appropriate persons or services, listen to customers' requests and interview patients in order to complete forms and other documents, answer and forward telephone calls, take messages, schedule and confirm medical appointments, order supplies and maintain inventory, initiate and maintain confidential medical files and records, complete insurance and other claim forms, prepare financial statements and billing procedures. How to use office equipment, computer software, word processing for correspondence, forms and reports, spreadsheets, internet usage and outlook including emailing with or without attachments. Records management including both paper and electronic filing systems. Compile, verify, record and process forms and documents in accordance with established procedures, guidelines and schedules. Exceptional Customer Service skills. Students can be employed by hospitals, medical clinics, medical and dental offices.

Details:

- **640** hours in class
- Course runs for 32 weeks (20 hours per week, 8:30am – 12:30pm, Monday through Friday)
- Continuous intake
- Maximum of 10 students per class
- Passing Grade (70% at mid & final point)
- College Diploma issued upon successful completion of course
- A minimum enrollment of three students is required to hold this program
- Completion of homework is required



Medical Office Administrator Diploma Course Topics Include:

- File Management, Internet, Email, Word, Excel
- Professional office organization and procedures, scheduling
- Preparation of office documents and meetings preparation
- Patient records management, health insurance plans, billing
- Essential human relations and service provision skills – Communication Essentials
- Electronic Medical Software,
- Medical terminology, abbreviations, and transcribing

