



Academy of Learning

C A R E E R C O L L E G E



Chinese



English

Medical Office Assistant Diploma Program- Virtual



CAREER OPPORTUNITIES

- Physicians' Offices, Clinics, Mental Healthcare and Allied Healthcare Centres
- Walk-in Care Centres
- Ambulatory Clinics
- Complementary and Alternative Medicine Clinics
- Long-Term and Extended Care Departments

**Government Grants, Scholarships, and Financial Aid
May be Available For Those Who Qualify**



905-595-7775



admission@aolccrichmondhill.com



Unit 202, 10909 Yonge Street, Richmond Hill, Ontario. L4C 3E3

Medical Office Assistant Program

Program Objectives

This program provides students with the basic knowledge, skills, and work experience. Needed to become permanently employable in a medical setting, Skill development is delivered in three areas:

- Comprehensive medical administrative knowledge, including medical language, transcription and medical office procedures.
- Full range of computer and office skills, including current software applications, keyboarding skills, Bookkeeping and personal and professional development.
- On-site work experience. Through participation in our 160-hour placement at an approved healthcare facility.

Delivery Method

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online/Hybrid

Duties & Responsibilities

Medical administrative assistants are responsible for a wide range of tasks to ensure. The office they are managing functions smoothly. These tasks can vary by location, but typically include:

- Checking patients in at the front desk
- Answering the phone
- Scheduling patients for appointments
- Interviewing patients for case histories in advance of appointments
- In compiling medical records and charts
- Processing insurance payments
- Operating Computer software and office equipment
- Transferring lab results to the appropriate clinician
- Maintaining supplies and appearance for the office

Career Opportunities

Graduates of this program are qualified to work in a wide variety of healthcare settings and occupations. Job titles vary location, but graduates are an integral part of many healthcare settings

Core Competencies

Office Skills

Intermediate level of proficiency in Microsoft Word, Excel, and Outlook

Medical Terminology

Introduction to medical language and terminology

Medical Office Procedures

Front desk operations, scheduling, and patient intake

Electronic Medical Records (EMR)

Managing and updating patient health records

Medical Billing

Billing procedures and insurance processing

Medical Transcription

Basic medical report transcription and documentation

Healthcare Communication

Professional communication with patients and healthcare teams

Privacy & Ethics

Confidentiality and healthcare regulations

Office Administration

Administrative support in medical settings

Practicum Placement


Supervised work experience in a healthcare environment

Job Readiness/Employability

Skills strategies for success

Financial Assistance

- Ontario Student Assistance Program (OSAP)
- Better Jobs Ontario Program
- Interest-Free Monthly Payment Plan Options

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