Springfield COLLEGE

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Medical Office Administration Diploma Program

(Approved as a vocational program under the Ontario Career Colleges Act, 2005)



CAREER OPPORTUNITIES

- Medical Office Administrator
- Medical Secretary
- Healthcare Administrative Assistant
- Medical Receptionist
- Medical Billing Clerk
- Medical Records Assistant
- Patient Registration Clerk
- Clinic Administrative Coordinator
- Admissions Clerks
- Records Managers
- Billing Clerks
- Medical Coders

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

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Medical Office Administration Diploma Program

Program Overview

The Medical Office Administrator Diploma Program develops the administrative, organizational, and communication skills needed to contribute to medical clinics, healthcare offices, and related facilities. Students explore the systems that support patient services, accurate records, efficient scheduling, and coordinated daily operations.

Alongside medical terminology and foundational anatomy, the program examines medical documentation, administrative billing, computer applications, bookkeeping, professional communication, and confidentiality. Placement provides an opportunity to apply these skills in an appropriate workplace.

Program Highlights

- Broad preparation for healthcare office administration.
- Focus on patient scheduling, registration, and workflow coordination.
- Instruction in medical records, terminology, and documentation.
- Exposure to billing, bookkeeping, transcription, and digital tools.
- Includes placement and career preparation.

Career Opportunities

Graduates may pursue administrative roles where familiarity with healthcare operations, patient communication, and medical records is valuable. More senior coordination or supervisory roles typically require additional experience.

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Skills Acquisition

Students can develop skills to:

- Coordinate appointments and administrative activities.
- Manage patient registration and healthcare documentation.
- Use medical terminology accurately.
- Maintain secure and organized medical records.
- Support medical billing and basic bookkeeping.
- Prepare routine correspondence and transcription documents.
- Use office productivity and record-management technology.
- Communicate with patients and multidisciplinary teams.
- Follow professional privacy and confidentiality practices.
- Prioritize tasks and manage competing responsibilities.

Program Outline

1. Healthcare Administration Foundations: Healthcare office structures, personnel, and administration workflows.
2. Medical Terminology: Medical vocabulary, abbreviations, and terminology construction.
3. Anatomy and Physiology: Overview of major body systems and common medical concepts.
4. Office Management: Scheduling, organization, communication, and daily workflow.
5. Patient Registration and Records: Intake procedures, records accuracy, electronic information, and filing.
6. Medical Billing and Coding Fundamentals: Administrative billing, claims-related documentation, and coding concepts.
7. Medical Transcription: Preparing and managing medical correspondence and reports.
8. Computer Applications and Keyboarding: Office productivity software, digital communication, and keyboarding.
9. Bookkeeping and Financial Administration: Routine financial records and basic office transactions.
10. Medical Ethics, Privacy, and Law: Confidentiality and responsible handling of health information.

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