Springfield COLLEGE

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Medical Office Assistant Diploma Program

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



CAREER OPPORTUNITIES

- Medical Office Assistant
- Medical Receptionist
- Healthcare Administrative Assistant
- Patient Registration Clerk
- Medical Records Clerk
- Clinic Receptionist
- Medical Secretary

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

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Medical Office Assistant Diploma Program

Program Overview

The Medical Office Assistant Diploma Program prepares students for administrative and basic clinical support responsibilities in medical offices and other healthcare environments. Students learn how to help practices manage patient arrivals, appointments, medical documentation, and routine office processes.

The curriculum combines medical terminology and anatomy with patient communication, billing fundamentals, record management, and office technology. It also introduces professional ethics, privacy, and authorized clinical support activities performed within an assistant's scope of responsibility.

Program Highlights

- Combines medical administration with basic clinical support knowledge.
- Introduces medical terminology, anatomy, and healthcare office practices.
- Emphasizes records, scheduling, billing, and patient communication.
- Includes supervised placement within the overall program.
- Focus on confidentiality, professional ethics, and workplace readiness.

Career Opportunities

Graduates may seek administrative and patient-service positions in physicians' offices, medical clinics, and related healthcare settings. Positions involving clinical activities may require additional employer training or credentials.

Skills Acquisition

Students can develop skills to:

- Coordinate appointments and patient intake.
- Recognize and use common medical terminology.
- Maintain accurate and confidential patient records.
- Support basic billing and clerical processes.
- Prepare routine medical correspondence and documentation.
- Communicate professionally with patients and clinical staff.
- Use office software and computerized record systems.
- Understand basic anatomy and approved clinical support activities.
- Prioritize tasks and maintain organized workflows.

Program Outline

1. Canadian Healthcare Environments: Healthcare roles, settings, and medical office responsibilities.
2. Medical Terminology: Common roots, prefixes, suffixes, abbreviations, and clinical vocabulary.
3. Anatomy and Physiology: Major body systems and relevant healthcare concepts.
4. Medical Office Procedures: Reception, patient registration, appointment scheduling, and workflow.
5. Medical Records Management: Accurate filing, electronic records, privacy, and documentation.
6. Medical Billing Fundamentals: Routine billing procedures, documentation, and administrative coding concepts.
7. Medical Transcription: Preparing, reviewing, and organizing medical reports and correspondence.
8. Basic Clinical Support: Awareness of vital signs and approved support tasks within defined responsibilities.
9. Medical Ethics and Confidentiality: Privacy principles, patient rights, and professional boundaries.
10. Bookkeeping and Office Applications: Routine financial records, office software, and productivity tools.

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