

# Medical Administrative Specialist



## PROGRAM OBJECTIVES

The purpose of this program is to develop skills in four key areas: medical terminology, medical office administrative skills, medical transcription and word processing. In addition, the program fosters the development of interpersonal skills, organizational effectiveness, and communication skills necessary to function in a medical environment.

## CAREER OPPORTUNITIES

The training that the student will receive in office administration skills, medical office practice and procedures, word processing, and medical transcription, in conjunction with a professional and self-confident attitude, will help prepare the graduate for a career in a medical practice, clinic, hospital, or other health-care area. This training will also provide graduates with the general administrative skills to work in an assistant position in any office environment.

## PREREQUISITES

- Grade 12 or equivalent or mature student status

## GRADUATION REQUIREMENTS

A student must obtain an overall grade, in each module of at least 70% in order to graduate and receive a diploma. A student must complete all requirements of Student Success Strategies as well as the Field Placement requirements.

## PROGRAM OVERVIEW

Course	Hours
Student Success Strategies	20
Software Lab: Computer Fundamentals	40
Software Lab: Word Processing	40
Software Lab: Spreadsheets	40
Software Lab: Presentations	40
Software Lab: Database Management	40
Anatomy and Terminology	180
Medical Machine Transcription (On-going)	
Medical Office Practice and Assisting	80
Document Formatting	80
Business Math	40
Writing for Comprehension	40
Image Development	20
Business Communications	80
Office Skills	80
Bookkeeping Fundamentals	40
Career Planning and Preparation Level I	20
Career Planning and Preparation Level II	20
Field Placement	8 Weeks
<b>TOTAL WEEKS</b>	<b>53</b>

## COURSE DESCRIPTIONS

### Student Success Strategies

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note-and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem solving skills, setting SMART goals and maintaining a positive attitude; techniques for managing change, stress and conflict will also be explored.

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## **Software Lab: Computer Fundamentals**

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Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills.

## **Software Lab: Word Processing**

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This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools.

## **Software Lab: Spreadsheets**

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This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and pivot tables, and using data tools.

## **Software Lab: Presentations**

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This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations.

## **Software Lab: Database Management**

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This software lab module consists of online training and assessment in Microsoft Access. Students learn a comprehensive set of skills, including creating and modifying database tables, defining table relationships, sorting data, creating simple and advanced queries, creating and formatting forms and reports, and creating and running macros.

## **Anatomy and Terminology**

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This module introduces anatomical terms and examines how they are derived. In addition the basic anatomical structure of each body system is studied, along with the most common pathological conditions, fundamental clinical procedures and abbreviations relating to each of the body systems. Students will learn basic word structures and medical word building using roots, prefixes, and suffixes. The digestive, urinary, nervous, cardiovascular, respiratory, blood, lymphatic, immune, musculoskeletal, integumentary, endocrine and male and female reproductive systems are studied, along with the eye and the ear and the role of pharmacology.

## **Medical Machine Transcription**

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This material familiarizes the student with various medical letters and reports routinely dictated by the medical profession. The student utilizes transcription equipment to practice the correct formatting, spelling, and grammar used in these reports. This module is taught concurrently with the Anatomy and Terminology module, since the subject matter is closely aligned and will further reinforce medical terms

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and procedures. Topics include an introduction to medical transcription, the function and purpose of medical reports, formatting of medical reports, punctuation, grammar, paragraphing, and sentence structure, confidentiality in medical record processing, listening and comprehension skills, editing and proofreading and properly employing medical references. Students will practice transcribing routine medical reports and letters, operative reports, consultation letters, history and physical examination reports, procedure reports, chart notes, laboratory, x-ray, and pathology reports, discharge summaries and emergency room reports.

## **Medical Office Practice and Assisting**

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This module introduces the student to the standard administrative functions in a typical medical office, along with the non-invasive elements of assisting with patient examinations. These include preparing and positioning patients, taking initial history, and checking vital signs. As well as learning manual methods of health-care billing, students also practice with medical office management software (Nightingale) that meets the provincial government requirements and is commonly used in provincial clinics. The administrative skills practiced are numerous and include office human relations, booking of appointments, telephone techniques, reception procedures, processing the mail, organizing meetings, dealing with banking and financial records, filing and patient records management, medicolegal considerations, office supplies management, interaction with health associations and health-care billing procedures, both manual and electronic. Also discussed are hospital records and requisitions, preparing a procedures manual, applying medical terminology (as it relates to a medical practice) and various clinical topics including infection control, examining room set-up and clean-up and working with medical instruments and equipment. Students will receive basic lifesaving and CPR training.

## **Document Formatting**

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Students practice identifying and applying standard formatting to a variety of typical business documents, while continuing to develop their keyboarding speed and accuracy along with their proofreading skills. Formatting of business documents includes practice with block-style and modified block-style letters, memoranda, reports bound and unbound, reports with lists and displayed text, memo style reports, formal reports (including title page, table of contents, bibliography, etc.), purchase orders, press releases, agendas, minutes of meetings, itineraries and various types of envelopes. Keyboarding drills and timings, as well as practice with language arts, are also included.

## **Business Math**

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This module provides the students with an understanding of arithmetic, mathematics, and measurements used in common business and industry environments. At the end of the module the student will be able to define whole numbers, fractions, decimals and percentages; become familiar with equations and formulae; and learn the use of graphs.

## **Writing for Comprehension**

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Through lectures, textbook exercises, and classroom labs, this module teaches students the skills and knowledge necessary to apply basic business writing skills when creating various memos; routine letters; good news letters; persuasive and bad news letters; presentations; and meeting agendas.

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## Image Development

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This module teaches the student how to develop and manage a professional image. Topics include: appearance-visual and verbal, interpersonal interaction, business etiquette, and networking skills. At the end of the module, students will have an appreciation and understanding of the importance of a professional image in the business environment.

## Business Communications

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Excellent communication skills are essential in the smooth operation of a business office. In this module, the emphasis is not on the memorization of the rules governing the English language but on the application of basic conventions to produce grammatically correct communications. With this emphasis on clear expression of thought and intent, topics covered include grammar, spelling, punctuation, proofreading and editing, the communication process, written and oral communication techniques, overcoming communication barriers, written and oral routine orders, inquiries and replies, delivering good and bad news; communication within an organization (upward, lateral, and downward) and using technology as a communication tool (fax, email and messaging).

## Office Skills

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The daily routines of a modern business office are examined, and the skills necessary to assist in the smooth operation of the office are presented. A variety of learning methods may be used including lecture, discussion, role-plays, case studies and work simulations. Topics include the role of office support personnel, professional and reception skills, information management, incoming and outgoing mail procedures and office filing systems.

## Bookkeeping Fundamentals

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This module introduces fundamental bookkeeping principles and practices for small businesses. Students will study the accounting equation, account categories, the debit and credit system of bookkeeping, and correcting entries. Regular business transactions and adjusting journal entries are recorded, and the trial balance and basic financial statements are prepared.

## Career Planning and Preparation Level I

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This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and 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 references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

## Career Planning and Preparation Level II

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This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can

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use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment.

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