

Medical Office Administration

The Medical Office Administration program is a 38-week diploma that prepares students for a rewarding career in healthcare administration. Students gain the practical skills and confidence to manage the daily operations of medical offices, clinics, and hospital units. The program covers medical office procedures, electronic medical records (EMRs), billing and bookkeeping, scheduling, and health information management, along with essential knowledge in medical terminology, anatomy, ethics, and confidentiality.

Graduates are eligible to pursue the Health Information–Certified Associate (HICA) credential through CCHIM and may receive advanced standing toward a Health Information Management (HIM) program. This combination of administrative expertise, certification eligibility, and hands-on experience ensures graduates are job-ready for roles in medical offices, clinics, and hospitals across Canada.

Program Benefits

- ✓ Half-Day Classes
- ✓ Small Class Sizes
- ✓ CPR/First Aid Training
- ✓ Job Placement
- ✓ Assistance Lab Week

Here's a look at some of the courses included in this program:

Career Readiness and Professional Skills

Student Success Strategies, Digital Literacy for Professionals, Career Planning and Preparation 1 & 2, Standard First Aid/CPR/WHMIS

Clinical Procedures

Clinical Pathology, Concepts in Healthcare, Medical Office Clinical Skills

Microsoft Applications

Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Business Communication

Financial and Records Administration

Medical Billing and Bookkeeping, Records Management

Anatomy, Physiology, & Terminology

Anatomy, Physiology, Terminology 1

Medical Administration

Medical Office Procedures with Simulation, Medical Office Administration Clinical Skills, Hospital Procedures, Medical Ethics

Employment and Wage Outlook for Careers in this field:



Employment Rate based on 2022 contactable triOS graduates employed in a related field within 12 months.

Source: workingincanada.gc.ca

NOC Code: 1243/13112 - **Wage data is based on NOC 1243 and is rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

Career Opportunities

Medical Billing Clerk
Medical Billing Secretary
Medical Office Administrator
Medical Receptionist
Clinical Assistant
Medical Administrative Assistant
Medical Administrative
Specialist Ambulatory Clerk
Unit Coordination Assistant

Employers Who Have Hired triOS Grads



Some Other Employers Include:

- Lakeridge Health
- William Osler Health Centre
- Achieve Physiotherapy
- Saint Elizabeth Health Care
- NewSkin MediSpa

“My experience at triOS College was great. I am a mature student and at triOS, I did not feel out of place. I put in a full fledged effort into this course and achieved distinction. I will remember my time at triOS forever as it was a very positive experience.”

-Julie S., triOS College Graduate

Medical Office Administration

NOC Code: 1243/13112

Diploma Program Length:

38 Weeks

Student Success Strategies Digital Literacy for Professionals Career Planning and Preparation 1	4 Weeks	Medical Office Procedures and Simulation Medical Billing and Bookkeeping	8 Weeks
Microsoft Word Microsoft Excel	4 Weeks	Hospital Unit Procedures Medical Office Clinical Skills	4 Weeks
Microsoft PowerPoint Microsoft Outlook Business Communication	4 Weeks	CPR and First Aid	1 Week
Anatomy, Physiology, Terminology 1 Clinical Pathology	8 Weeks	Career Management and Preparation Level 2	1 Week
Concepts in Healthcare Medical Ethics Records Management	4 Weeks		



Successful graduates of this program will meet the academic requirements for the Canadian College of Health Information Management (CCHIM) and will be eligible to write the National Certification Exam (NCE) to obtain the Health Information - Certified Associate (HICA) designation, issued by the Canadian Health Information Management Association (CHIMA). One sitting of the NCE (National Certification Examination) is included in the program fees.



Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent.
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.

Practicum Requirements:

- Students must provide a Provincial Routine Immunization Schedule and any other local health requirements (for in-person programs).
- Students may be required to provide a clear Criminal Record Check.
- Additional host requirements may apply.
- All students must pass the core theoretical portion of their program to be eligible for their placement/internship.
- Students should provide a resume intended for their job search.
- Students must achieve satisfactory attendance.

Accreditation Policy:

Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

Note:

In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on the program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at www.triOS.com/kpi.

Course Descriptions:

Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic, and career success. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course emphasizes strategies needed to succeed in your program, Medical Office Administration such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

Digital Literacy for Professionals

This course introduces essential concepts and principles for navigating and working in a digital environment. Key topics include using devices, managing information, creating and editing content, communicating and collaborating with digital tools, and ensuring online safety and responsibility. You will also apply best practices for folder organization and file naming conventions.

Career Planning and Preparation Level 1

This course will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this course will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise Elevator Pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

Microsoft Word

This Microsoft Office Word course is created for you to build and validate the skills businesses need to succeed in today’s information economy. It also provides you with the skills and knowledge you need to use Microsoft Office Word effectively in all aspects of your personal and professional lives. Word is the world’s most popular word processing software. Learning how to create, edit, format and print documents, enhance work with formatting, use bullets and numbering, add simple borders, tables, headers/footers, organizing data columns, and styles, are the foundational skills needed to perform in many positions. This course is computer intensive and demands basic computer proficiency and a basic understanding of word processing software. The course combines Theory/demonstration by an instructor with readings, trainings, projects, and a final exam for you to work on in a simulation-based environment.

Microsoft Excel

This Microsoft Office Excel course is created to help you build and validate the skills needed to succeed in today’s economy. It will also provide you with the skills and knowledge you need to use Microsoft Office Excel effectively in all aspects of your personal and professional lives. Excel is the world’s most popular spreadsheet software. Whether you are managing a household or running a small business, Excel will help you develop useful techniques to help business processes. This course is computer intensive and demands basic computer proficiency and a basic understanding of spreadsheet software.

Microsoft PowerPoint

This course will show you how to create and modify basic presentations by using Microsoft PowerPoint. You will explore the PowerPoint environment and create a presentation; you will format text on slides to enhance clarity and visual appeal; and you will also add and modify graphical objects in order to finalize and deliver a presentation. This course is computer intensive and demands basic computer proficiency and a basic understanding of PowerPoint software.

Microsoft Outlook

This Microsoft Outlook course builds and validates the skills individuals need to succeed in today’s information economy. It will provide you with the skills and knowledge you need to use to effectively manage emails, contacts, calendars, and tasks. Outlook has become the corporate standard electronic personal organizer. These are the foundational skills needed to communicate using Outlook in a variety of positions within an organization. This course is computer intensive and demands basic computer proficiency and a basic understanding of email software.



Business Communications

This course is designed to provide a basic understanding of communication skills in business environments. Focus will be placed on both written and spoken communications. You will review the basic writing process with emphasis on the mechanics of writing. You will also learn the importance of effective spoken communication, deliver an oral presentation, and participate in a mock meeting.

Introduction to Accounting

In this course, students will be introduced to accounting concepts and procedures. Students will learn about debits and credits and how to analyze and record business transactions. In addition, students will look at banking procedures and cash control, as well as payroll concepts and procedures, including employee taxes. They will also gain an understanding of the employer's tax responsibilities. In this course, students learn how to set up and interact with the different ledgers in Sage 50 to support small business activities. In addition, students will perform General Ledger, Accounts Payable, Accounts Receivable, and Payroll transactions.

Anatomy, Physiology and Terminology 1

In this course you will gain a comprehensive understanding of medical language, including prefixes, suffixes, root words, and abbreviations, alongside anatomy and physiology concepts. You will develop the ability to analyze, spell, define, pronounce, and apply medical words that relate to specific body systems and their pathology. In addition, you will acquire the skills to accurately communicate medical information and understand the structure and function of the human body.

Clinical Pathology

This course introduces you to the processes of disease and treatment in medicine. You will learn about common symptoms and pathologies of the 12 body systems. Diagnostic and treatment methodologies will also be introduced, including laboratory testing, diagnostic imaging, and pharmacology. Word-building skills will be continually developed along with pronunciation and spelling.

Concepts in Healthcare

This course provides a comprehensive introduction to essential healthcare concepts, including the definitions and distinctions between health, wellness, illness, disease, and disability. You will explore public and population health principles, examining how social determinants affect health outcomes. The module covers the foundational elements of the Canadian healthcare system, including an analysis of the Canada Health Act. By the end of the course, you will have a solid understanding of the frameworks and policies that guide health promotion, disease prevention, and healthcare delivery in Canada.

Records Management

In this course, you will learn about the content and requirements for patient records, as well as how to manage records within a healthcare system. You will also learn about the storage and retention of records, and the role of healthcare professionals in protecting the privacy, security, and confidentiality of patient information.

Medical Office Procedures with Simulation

This course introduces you to the administrative tasks required for medical offices and other healthcare settings. It explores areas such as the impact of the law on the medical office, communication and customer service skills, scheduling, creating patient records, preparing agendas for meetings, and taking minutes. You will learn important interpersonal skills relating to professionalism, time management, problem-solving, responding to change, and working effectively in a team environment. You will also explore practice management technologies, electronic medical record systems (EMRs), and the role of the medical office administrator in creating, transcribing, and maintaining records. There will be opportunities to practice communication, customer service and administration skills in simulation activities throughout the course, applying best practices relating to privacy, ethics, sensitivity, and diversity.

Medical Billing and Bookkeeping

This course introduces you to fundamental bookkeeping principles and billing practices for medical office administration. You will perform basic bookkeeping procedures, be able to use bookkeeping terminology, and manage purchasing and inventory. You will also make journal entries and record transactions in QuickBooks Online. You will learn about calculating sales tax, managing cash, reconciling banking, and managing purchasing and inventory. Skills in billing provincial Medicare for services provided by general practitioners, specialists, and surgeons will be developed through scenarios and simulations, as well as worker's compensation and private insurance billing. You will practice the billing and submission process using EMR software.

Hospital Unit Procedures

This course will provide students with a background on the hospital setting, organizational structure and procedures. Students will focus on applying procedures related to admitting, transferring and discharging patients, along with entering physician orders delivered throughout the hospital stay.

Medical Office Administration Clinical Skills

This course addresses the medical office administrator's role in clinical procedures commonly performed in a medical office setting. You will explore clinical skills through demonstrations and labs, including vital signs, infection prevention and control (IPAC), workplace safety (WHMIS), prescription handling, specimen handling, diagnostic testing, and assisting with the patient exam. You will learn the importance of demonstrating professionalism and customer service skills during clinical procedures.

Standard First Aid / CPR / WHMIS

This course addresses the Medical Office Assistant's role in clinical procedures commonly performed in a medical office. Clinical skills covered through demonstrations and labs include vital signs, infection control (IPAC), and workplace safety (WHMIS), prescription handling, specimen handling, diagnostic testing, and assisting with the patient exam. Emphasis will be placed on demonstrating professionalism and customer service skills during clinical procedures.

Career Planning and Preparation - Level 2

This module builds on concepts and skills introduced in the Career Planning and Preparation Level 1 module. In this subsequent module, you will update and refine your résumé and LinkedIn Profile. You will continue writing cover letters and learn the value of customizing cover letters to specific job postings. You will have the opportunity to apply this knowledge as you conduct a job search and write a cover letter tailored to an ideal job post. Through research, you will create a list of top employers and target current industry opportunities. You will learn about current methods for applying to job postings using technology. You will also gain an understanding of the job interview process, typical interview questions and possible responses, and expectations of both the interviewer and interviewee. In addition, you will engage in practical application of the interview process through role-play. Topics such as negotiating salary, self-management, and on-the-job success for placements and post-graduate employment will be also covered.