

## Medical Office Assistant (MOA)

The Medical Office Assistant diploma program at triOS is **38 weeks. It includes a 4-week internship.** In order for healthcare professionals to deliver quality care, they rely on the support of medical office assistants who are highly trained, organized, and prepared to utilize their skills.

The Medical Office Assistant diploma program at triOS is designed to provide you with the knowledge and skills you need to excel within the world of healthcare. You will be trained extensively in pathology and pharmacology, medical transcription, patient assessment, scheduling, and other key areas.

### 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:

#### Microsoft Applications

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

#### Accounting & Applications

Introduction to Accounting (using Sage 50), Intermediate Accounting (using QuickBooks)

#### Anatomy, Physiology, & Terminology

Healthcare Fundamentals, Pathology and Pharmacology

#### Medical Administration

Medical Transcription, Customer Service, Communication Skills, Scheduling

#### Clinical Procedures

Patient Assessment, Vital Signs, Diagnostic Procedures, Infection Control and WHMIS, Assisting with Primary and Specialty Physical Examination Procedures



## 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 Assistant

NOC Code: 1243/13112

Diploma Program Length:

**38 Weeks**

Microsoft Word Microsoft Excel	4 Weeks	Introduction to Medical Transcription Customer Service and Practice Administration Medical Office Assistant Clinical Procedures	<b>8 Weeks</b>
Microsoft PowerPoint Microsoft Outlook Business Communication	4 Weeks	CPR and First Aid	<b>1 Week</b>
Introduction to Accounting (Using Sage 50) Intermediate Accounting (Using QuickBooks)	8 Weeks	Career Management	<b>1 Week</b>
Anatomy, Physiology and Terminology Pathology and Pharmacology Healthcare Fundamentals	8 Weeks	Internship - 100 hours	4 Weeks
		Keyboarding – continuous learning throughout the program	

## Program highlights include:

- Registered and approved diploma
- Career services
- Job search assistance
- Alumni program benefits

## 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.

\*Applicants from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test.

International Students: Please contact us for more detail regarding admissions requirements.

## 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](http://www.triOS.com/kpi).

## Course Descriptions:

### Microsoft Word

This Microsoft Word course is created for students to build and validate the skills businesses need to succeed in today's information economy. It also provides students with the skills and knowledge they need to use Microsoft Word effectively in all aspects of their 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 in preform in many positions. This course is computer intensive and demands basic computer proficiency and a basic understanding of word processing software. The course combines lecture/demonstration by an instructor with readings, trainings, projects, and a final exam for students to work on in a simulation-based environment. Students are expected to ensure they meet proficiency requirements for working in this environment.

### Microsoft Excel

This Microsoft Office Excel course is created for students to build and validate the skills needed to succeed in today's economy. It also provides students with the skills and knowledge they need to use Microsoft Office Excel effectively in all aspects of their 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. Students are expected to make arrangements to meet proficiency needs as necessary.

### Microsoft Outlook

This Microsoft Outlook course is created for students to build and validate the skills businesses need to succeed in today's information economy. It also provides students with the skills and knowledge they need to use to effectively manage e-mails, 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 and organization. This course is computer intensive and demands basic computer proficiency and a basic understanding of email software. Students are expected to make arrangements to meet proficiency needs.

### Microsoft PowerPoint

This course is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations by using Microsoft PowerPoint. Students will explore the PowerPoint environment and create a presentation, will format text on slides to enhance clarity, enhance the visual appeal, add graphical objects to a presentation and modify them, and finalize a presentation to deliver it.

### Business Communication

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

## **Career Management**

Our Career Management program introduces students to the strategies and components of an effective job search, including self-marketing and awareness, skills inventory, job search tools and the job market. The Career Management course is delivered by our on-campus Career Services Team who are there throughout the job search to assist and mentor students towards achieving their ultimate goal of employment in their field of study. Our Team of Career Services Professionals maintain relationships in their communities with key employers and organizations that recognize the value triOS graduates have to offer. The skills learned throughout Career Management at triOS will continue to serve students in their job search as they navigate their new careers.

## **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, 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.

## **Intermediate Accounting (Using QuickBooks)**

This course completes the accounting cycle and furthers the student's knowledge of accounting procedures in payroll, pay cash and bank reconciliations. Central to this course is the merchandising firm and its accounting cycle, central to this is appropriate valuation of inventory and cost of goods sold calculations. This material will be presented manually on paper and using computerized accounting system of QuickBooks.

## **Anatomy, Physiology and Terminology**

This course will introduce the foundations of the language of medicine and will develop medical vocabulary through the study of the structures and functions of the major body systems. Topics include medical terminology; general body organization; and the skeletal, muscular, cardiovascular, lymphatic, immune, respiratory, digestive, urinary, nervous (including special senses and psychiatric disorders), integumentary, endocrine, and reproductive systems.

## **Pathology and Pharmacology**

In this course, students will be introduced to pharmacology, and will learn about the different classes of drugs and their use in the treatment of a range of medical conditions. Routes of drug administration and drug effects will also be discussed. Diseases, diagnostic and treatment procedures relating to the major body systems will be explained throughout the course, with a focus on medical terminology. After completing the course, students should be able to demonstrate knowledge of common diseases and how they are diagnosed and treated.

## **Healthcare Fundamentals**

This course is designed to introduce students to the Medical Office Assisting profession. Students will learn about the Canadian healthcare system in general including facilities, professionals, and legal and ethical considerations of the field. The course will also look at the roles and responsibilities of the MOA within the healthcare system.

## **Introduction to Medical Transcription**

This course will introduce students to the process of transcribing medical dictation. Students will use transcription equipment to create a variety of clinical documents. Challenges to dictation will be introduced including accents, background noises, muffled speaking, voice recognition software, etc. Students will also be expected to develop excellent proofreading skills.

## **Customer Service and Practice Administration**

Students will be introduced to the administrative tasks of the healthcare environment. Office communications and customer service skills will be developed, as well as skills in scheduling and preparing patient records. Students are expected to demonstrate knowledge of billing procedures for both OHIP and third-party payers. Computer application skills will be increased through the use of the PS Suite practice management suite.

## **Medical Office Assistant Clinical Procedures**

In this course, students will learn the Medical Office Assistant's role in clinical procedures commonly performed in a medical office. Students will develop clinical skills through demonstrations and labs, including a one-day practical skills and customer service workshop. Areas of focus include infection control and workplace safety (WHMIS), prescription handling, diagnostic testing, and assisting with the patient exam.

## **First Aid and CPR**

Upon successful completion of this course, students will achieve the St. John's Ambulance Standard Level First Aid and Level C CPR. Internship At the completion of the in-class portion of this program, students are required to attend a 4 week Internship (minimum 100 hours) in a medical or healthcare office.