

Program Information

Medical Office Assistant

2024/2025

Program Overview	The Medical Office Assistant program gives students the knowledge and skills necessary to provide administrative support to medical professionals in hospitals, physicians and specialists' offices, as well as any health authority in the province. Working with industry veteran instructors in a small class setting, you will develop competence and confidence in medical documentation and terminology, clinical office procedures, billing, scheduling, business skills, computer applications, and medical software so that you can efficiently manage the demands of the front desk in any medical facility. A six-week work practicum placement will give you an opportunity to practice and refine your skills in real-world situations and your participation in MITT's Bridging to Work workshops will provide you a foundation of employability and essential skills that today's employer demands.
Area of Study	Health Care
Credential	Certificate
Program Length	1 Year Full time (10 months)
Delivery	Hybrid (online and in-classroom)

Work-Integrated Learning	7-week practicum
Open to International Students	Yes
CIP Code	N/A

Career Outcomes

- Medical office assistant
- Surgical office assistant
- Receptionist
- Medical secretary
- Admitting clerk
- Filing clerk
- Medical billing clerk
- Emergency department clerk
- Community health clerk,
- Ward clerk

All Courses

Course Name	Description	Hours
Anatomy, Physiology & Medical Terminology I (RH-240)	This is the first of a two-part series of courses. This course reviews the basics of building medical words, anatomy and physiology of the various body systems and medical abbreviations. The course also explores common disease conditions of the body and some associated pharmacological interventions.	84 hours

Introduction to the Healthcare Environment (MOA-205)	This course explores the many roles and responsibilities the Medical Office Assistant may provide in health care. Topics include the role of the Medical Office Assistant; health beliefs and behaviours; cultural and language sensitivities; and the Canadian health care system, including the roles of Manitoba Health and the WRHA.	30 hours
Keyboarding Workshop (MOA-200)	The Keyboarding Workshop will introduce students to the basics of keyboarding for speed and accuracy. This will include learning proper keyboarding body mechanics, learning to utilize the QWERTY keyboard with home row control and attain a graduating speed of 45 words per minute.	42 hours
Microsoft Office I (MOA-210)	Microsoft Office I teaches document formatting using the commands of Microsoft® Word 2016. Students will develop the business and computer skills to support professionals in today's market. Students will also learn the basics of Word 2016 by creating, saving, editing, formatting, and merging letters, tables, and documents.	80 hours
Medico-Legal Issues (MOA-215)	This course presents students with the ethical and legal issues of health care. Topics include: ethical decision making in health care; maintaining patient confidentiality; charting guidelines, consent procedures; advanced directives; and patient's rights. Personal Health Information Act (PHIA) certification is also included.	22 hours

Anatomy, Physiology & Medical Terminology II (RH-250)	This course will build on the content of Anatomy, Physiology, and Medical Terminology I and will explore the remaining body systems. This exploration includes common diseases, conditions, and some associated pharmacological interventions.	84 hours
Human Relations (MOA-220)	This course introduces students to the impact of individual beliefs, age, gender, and culture on health behaviour. It also will also explore how students can enhance their interpersonal communication, critical thinking, problem solving, and conflict resolution skills for success in the healthcare field.	88 hours
Microsoft Office II (MOA-225)	Using PowerPoint presentation software, students apply appropriate design concepts to present information in a colorful and well-organized format. Students will learn how to apply various attributes and include objects to create, modify, save, and deliver presentations. Using MS Excel, students learn how to design, create, modify, and present professional-looking spreadsheets for use in today's workplace. Students will use formulas and built-in functions to solve mathematical problems, perform calculations, and filter and format data. By the end of the course, students will have the skills to illustrate and present spreadsheet data in graphic form, and develop a custom Excel application.	30 hours
Microsoft Office III (MOA-235)	This course is a continuation of the Microsoft Office I and II courses and provides additional instruction on	30 hours

	Microsoft Word 2016. The course will focus on integrating Word with other Microsoft software applications, exploring advanced graphics, building forms, collaborating with coworkers, and customizing Word features.	
Health Information Management (MOA-245)	This course covers essential health information management strategies specific to a physician's office or medical clinic. The instructor will cover such topics as: the medical record, alpha and numeric filing, scheduling, and billing (using the Accuro software).	30 hours
Basic Hospital Registration (MOA-230)	This course reviews the skills required for the Patient Registration area of hospitals. Topics include admissions, discharges, and transfers (ADT), creating and maintaining lists (such as ALPHA and pre-admissions), surgical slating, registration statistics, and processing birth and death registration with the Vital Statistics Agency.	55 hours
Medical Office Communications (MOA-260)	This course covers medical office communications specific to a physician's office or medical clinic. The instructor will cover such topics as: standard mail, email, faxes, correspondence, telephone skills, interpersonal skills and agenda and minute taking preparation and distribution.	65 hours
Medical Clinical Procedures I (MOA-240)	This course addresses the clinical skills used by workers in different health care environments. Topics will include medical/surgical asepsis; safety in the workplace; measuring vital signs, heights	100 hours

	and weights, and distant visual acuity testing.	
Medical Clinical Procedures II (MOA-250)	This course is a continuation of Medical Clinical Procedures I and addresses the clinical skills used by workers in different health care environments. Topics include how to prepare the clinic for various types of visits and to obtain ECGs and spirometry readings.	100 hours
Medical Office Assistant Applied Practicum (MOA-270)	The Work Practicum is the capstone component of this program and an integral pathway to transition students from the MITT learning environment to the workplace. Practicum is an unpaid, work integrated learning component of MITT technical training. It offers students the opportunity to gain industry-relevant experience and to build on their technical skills while increasing confidence, employability, and job readiness.	240 hours
Healthcare Capstone Project I (HCP-100)	In completing the Healthcare Capstone Project, students gain a deeper understanding of the employer-employee-patient relationship, as well as insight into emerging issues and trends in the healthcare industry. Students will analyze, interpret, reflect, and integrate their program knowledge to meet specific objectives of the project application.	120 hours