

Medical Receptionist

Diploma

Program Objective

The objective of this program is to provide the student with opportunities to acquire and apply Medical Receptionist knowledge and skills to meet the demands of today's businesses.

Admission Requirements

Grade 12 or equivalent or Mature Student Status. Courses are open to any applicant who possesses a good command of the English language and can follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Successful completion of Entrance Assessment

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Program Notes

Tuition fees include student textbooks and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

Students must achieve a 75% program average to obtain a diploma.

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Competencies upon Completion

Core Courses

- **Keyboarding**
Typaz - Level 1
Typaz - Level 2
Typaz - Level 3
- **Operating Systems**
Windows 11 Level 1
- **Word Processing**
Microsoft Word Level 1, 2 & 3
- **Spreadsheets**
Microsoft Excel Level 1
- **Database Management**
Microsoft Access Level 1
- **Office Skills**
Internet Fundamentals, Microsoft Outlook Level 1, Office Procedures Level 1, Punctuation and Writing Skills, Basic Bookkeeping Level 1, and Business Correspondence Level 1
- **Help Desk & Call Centre Skills**
Telephone Communication Skills
- **Business Skills**
Customer Service Essentials, Business Math
- **Job Readiness/Employability Skills**
Job Search and Resume Writing
- **Healthcare**
Introduction to Medical Terminology, Medical Office Procedures, Medical Transcription, and EHR Billing and Coding
- **Practicum for Medical Receptionist**

Duties and Responsibilities

- Word processing, creating spreadsheets, and managing databases.
- Scheduling appointments and making referrals (both manually and via the computer).
- Executing general office duties (e.g. filing, sorting, and copying).
- Remaining current with respect to medical office procedures and medical office terminology.

Required Skills and Personal Attributes

- Reliable
- Able to Work Independently
- Able to Meet Deadlines
- Good Attitude
- Good Command of the English Language
- Good Presentation Skills

Career Opportunities

Careers which correspond to the skills learned include:

- Dental Receptionist
- Physician's Receptionist
- Optometrist's Receptionist
- Medical Receptionist