



MEDICAL OFFICE ASSISTANT

Program Outline

Program Details

The **Medical Office Assistant (MOA) Diploma Program** at **Prime International College of Health Care and Technology (PICHCT)** provides students with the knowledge, technical skills, and hands-on training required to succeed in today's fast-paced healthcare administration environment.

Our curriculum focuses on medical office procedures, communication, healthcare documentation, medical terminology, billing systems, and patient-centered service used in Canadian healthcare settings. Through a combination of theory, practical training, and simulated medical office experience, students develop the confidence and professionalism needed to support healthcare teams efficiently and compassionately.

Admission Requirements

- Ontario Secondary School Diploma (OSSD) or equivalent
- Minimum 18 years of age
- Mature student with SLE (min 18 score)
- Proficiency in English
- Basic computer literacy recommended

**Meeting minimum requirements does not guarantee admission. Seats are limited and subject to program availability.*

Employment Profile

Graduates of the **Medical Office Assistant** diploma program are prepared to play a vital role in the day-to-day operations of healthcare facilities by providing both administrative and patient-focused support. Through a combination of practical training and industry-relevant knowledge, students develop the skills needed to manage medical office procedures efficiently while delivering exceptional customer service.

Medical Office Assistant graduates are trained in patient scheduling and registration, electronic medical records management, medical billing and insurance processing, healthcare documentation, appointment coordination, and professional communication.

In addition to technical competencies, graduates develop strong interpersonal, organizational, problem-solving, and computer skills that enable them to work effectively with patients, physicians, nurses, and other healthcare professionals.

Their ability to create a welcoming and efficient environment makes them valuable members of any healthcare team.

Career Opportunities

The **Medical Office Assistant Diploma Program** prepares students for diverse and rewarding healthcare administrative roles, such as:

- Medical Office Assistant
- Medical Receptionist
- Medical Administrative Assistant
- Medical Secretary
- Medical Office Administrator
- Health Unit Coordinator
- Clinic Assistant

Annual Salary Range	\$42,000- \$62,000
Hourly Rate	\$20-\$30 per hour

**Based on Ontario labor market and JobBank.gc.ca data for Medical Administrative Assistants (NOC 13112).*

Program Delivery

The **Medical Office Assistant** diploma program at **Prime International College of Health Care and Technology** is delivered in hybrid mode, combining classroom instruction, and hands-on software applications.

The curriculum is designed to align with current healthcare industry standards and employer expectations. The program is regularly reviewed and updated to ensure continued relevance, quality, and alignment with modern medical office practices.

Program Summary

This section provides a summary of total instructional hours, delivery format, and percentage weight for each component.

It offers a clear overview of the **Medical Office Assistant Diploma Program** structure for reference by the Ministry and accrediting bodies.

Type of Learning	Total hours	Delivery Format	% Weight
Theory	440.00	Online Sync	59.46%
Practical	300.00	Online Sync	40.54%
Total	740.00		100%



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Program Outcome

Our comprehensive **Medical Office Assistant** curriculum blends classroom learning with hands-on practical training and real-world office simulations, giving students the confidence and experience needed to excel in today's healthcare environments. Upon graduation, students are well-equipped to contribute effectively to medical and healthcare administration teams across Canada and meet the evolving needs of the healthcare industry

Computer Applications & Keyboarding

Build essential computer skills using Microsoft Office, email systems, databases, and healthcare software.

Accounting Fundamentals

Learn bookkeeping, payroll, billing procedures, and financial record management.

Medical Office Foundations

Understand the role of a Medical Office Assistant, healthcare systems, professionalism, and office operations.

Medical Terminology & Health Sciences

Learn medical language, anatomy, body systems, diseases, pharmacology, and healthcare specialties.

Communication & Client Service Skills

Develop strong communication, customer service, teamwork, and problem-solving abilities.

Medical Office Administration

Gain practical skills in scheduling, patient registration, medical records, billing, and office procedures.

Clinical Support Skills

Learn basic clinical procedures, infection control, vital signs, and patient care support.

Medical Billing & Health Records

Understand OHIP billing, health records management, confidentiality, and healthcare documentation.

Professional Development

Prepare for employment through resume building, interview preparation, workplace ethics, and career readiness training.

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Practical Training & Office Simulation

Apply your knowledge through hands-on activities and realistic medical office simulations designed to prepare you for the workplace.

Program Duration

Total Program Hours	Program Length
740 hours	24 weeks

List of Subjects & Time Allocation

#	Subject	Instruction Hours	Delivery Format
1	Introduction to Computers, Applications, and Keyboarding	120.00	Online/Hybrid
2	Accounting Applications	100.00	Online/Hybrid
3	Introduction to Medical Office Assisting	40.00	Online/Hybrid
4	Medical Terminology, Body Systems and Disease	120.00	Online/Hybrid
5	Interpersonal Skills, Communication, Problem Solving and Client Services	80.00	Online/Hybrid
6	Administrative Skills and Procedures	140.00	Online/Hybrid
7	Clinical Skills and Procedures	100.00	Online/Hybrid
8	Medical Emergencies	20.00	Online/Hybrid
9	Job Search and Career Development	20.00	Online/Hybrid

Important Notes

1. The order of courses may vary based on scheduling.
2. Required textbooks, learning materials and certifications are included in the fees.
3. The college may update or revise course content, delivery sequence, or instructional materials to maintain compliance with Ministry standards
4. Continuous improvement initiatives ensure program quality through new technologies, and up-to-date healthcare practices.

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