



Medical Receptionist Diploma Program



CAREER OPPORTUNITIES

- Dental Receptionist
- Physician's Receptionist
- Optometrist's Receptionist
- Medical Receptionist
- Patient Care Coordinator
- Patient Access Representative
- Billing Specialist
- Medical Scribe

**Government Grants, Scholarships, and Financial Aid
May be Available For Those Who Qualify**

AOLCC North York Campus:

☎ 647-494-5544
✉ info@aolccnorthyork.com
📍 29 Gervais Drive, North York, ON. M3C 1Y9

AOLCC Oshawa Campus:

☎ 647-494-7766
✉ info@aolccoshawa.com
📍 9 Bagot Street, Oshawa, ON. L1H 1M9

Medical Receptionist Diploma Program

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.

Career Opportunities

Careers which correspond to the skills learned include:

- Dental Receptionist
- Physician's Receptionist
- Optometrist's Receptionist
- 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.
- Registering new patients and updating existing patient demographics by collecting detailed patient information including personal and financial information.
- Facilitating patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff. Responding to inquiries by patients, prospective patients, and visitors.
- Keeping medical office supplies adequately stocked by anticipating inventory needs, placing orders, and monitoring office equipment.

Competencies and Core Courses

Keyboarding

Minimum 25 words per minute (WPM)

Operating Systems

Basic level of proficiency in a Windows operating system

Word Processing

Advanced level of proficiency in Microsoft Word

Spreadsheets

Basic level of proficiency in Microsoft Excel

Database Management

Basic level of proficiency in Microsoft Access

Office Skills

Basic level of proficiency in Microsoft Outlook, Office Procedures Level 1, and Basic Bookkeeping Level 1

Help Desk & Call Centre Skills

Telephone Communication Skills

Business Skills

Customer Service, Business Correspondence Level 1, Business Math, and Grammar Essentials for Business Writing

Healthcare

Introduction to Medical Terminology, Medical Office Procedures, Medical Receptionist Practical Simulation, and EHR, Billing and Coding.
Medical Word Processing
Medical Word Processing course equips you with the essential skills and knowledge to succeed in a medical administrative role.

AOLCC North York Campus:

☎ 647-494-5544

✉ info@aolccnorthyork.com

📍 29 Gervais Drive, North York, ON. M3C 1Y9

AOLCC Oshawa Campus:

☎ 647-494-7766

✉ info@aolccoshawa.com

📍 9 Bagot Street, Oshawa, ON. L1H 1M9