

# Simply a Better Way to Learn!



D I P L O M A

## Medical Receptionist

### Duties & Responsibilities

- Wordprocessing, spreadsheet and database management skills
- Scheduling appointments and making referrals (both computerized and manual)
- Doing general office duties like filing, sorting and copying
- Having a clear understanding of medical office procedures and medical office terminology

### Personal Attributes Required

- Verbal and written communication skills
- Well organized
- Basic computer knowledge
- A warm and friendly personality; and
- A pleasant telephone manner

### Career Opportunities

Careers which correspond to the skills learned include:

- dental receptionist
- physicians receptionist
- optometrists receptionist
- medical receptionist

### Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Program is open to any applicant who possesses a good command of the English language and is able to follow instructions.

### Program Objective

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

### Program Notes

Graduates requirements:

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

### Competencies upon Completion

#### CORE COURSES\*

Upon completion of the program the participant must demonstrate the following core competencies:

- KEYBOARDING  
Minimum 25 words per minute
- WINDOWS OPERATING SYSTEMS  
Basic proficiency in a Windows Operating System
- WORDPROCESSING  
One basic level of proficiency and one intermediate level of proficiency in wordprocessing software application
- SPREADSHEETS APPLICATIONS  
Basic level of proficiency in at least one spreadsheet software application
- DATABASE MANAGEMENT  
Basic level of proficiency in at least one database software application
- JOB SEARCH AND RÉSUMÉ WRITING



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## Medical Receptionist

- **MEDICAL TERMINOLOGY**  
Introduction to Medical Terminology, and Medical Office Procedures
- **OFFICE SKILLS**  
Outlook, Telephone Communications Skills, Customer Service, Business Correspondence 1 & 2, Office Procedures, and Business Math
- **COMPULSORY NON CREDIT ACTIVITIES**  
Life Skills & Job Search Diary, and Medical Receptionist Practical Simulation

### ELECTIVE COURSES

Students must complete two electives, according to courses selected, from:

- OFFICE SKILLS
- WORDPROCESSING
- SPREADSHEET
- DATABASE MANAGEMENT
- GRAPHICS / PRESENTATION
- ACCOUNTING
- OPERATING SYSTEMS
- BUSINESS SKILLS
- JOB READINESS / EMPLOYABILITY SKILLS

