OFFICE ADMINISTRATION – HEALTH SERVICES (MES)

About the Program

This twelve-month diploma program gives you the opportunity to develop the specialized skills you need to work in a variety of healthcare settings. Through practical, hands-on training you will acquire a knowledge of computer skills and software, medical terminology, clinical and office procedures, specialized software and medical ethics.

Fluency in English is critical to your success in the program and medical environment. There is a strong focus on communicating effectively from the beginning of the program to graduation.

Required Keyboarding Speed

You must have a keyboarding speed of 50 words per minute to graduate from this program.

Credential Awarded

Ontario College Diploma

Duration

3 Semesters (12 Months)

Starts

January, May, September

Program and Course Delivery

This program is offered online and is also available in Seneca's hybrid delivery format for students, and in the flexible delivery format. With hybrid delivery, some coursework is online and some must be completed in person. Students choosing hybrid delivery will need to come on campus to complete in-person learning requirements. With flexible delivery, using innovative learning spaces and technology, professors teach students in a classroom or lab and broadcast in real time to students attending remotely. In flexible courses, students have the choice of coming on campus or learning online.

Skills

Throughout this program you will develop the following skills:

- Written communication
- Familiarity with medical terminology
- Transcription
- Organization and time management
- Problem-solving
- Scheduling and task coordination in a healthcare setting
- Proficiency in Microsoft Office applications and specialized medical software

Your Career

Graduates of the program can explore the following career options:

- Medical office assistant
- Medical clinic assistant
- Medical receptionist
- Hospital unit clerk
- Ward clerk
- Medical administrator
- Patient care coordinator
- Medical transcriptionist
- Medical secretary

Employment may be found in health-related setting like hospitals, family health centres, doctors' offices, physio and occupational therapy clinics, medical laboratories, pharmaceutical companies, long-term care facilities, and government health agencies.

Affiliations/Associations

Through a partnership with the Association of Administrative Professionals (AAP) (https://canadianadmin.ca/), student members will have access to national and international resources, learning opportunities and up-to-date industry trends. Students and graduates of Seneca's Office Administration programs can choose to develop their careers by pursuing a Canadian Certified Administrative Professional (CCAP) certification through the AAP.

Program of Study

Course Code	Course Name	Weekly Hours
Semester 1		
BCM111	Business Communications	4
BMA101	Business Math Applications	3
COM101	Communicating Across Contexts	3
or COM111	Communicating Across Contexts (Enriched)	
DPW111	Introduction to Document Production	5
ECS111	Email and Calendaring Software	1
MAT101	Medical Terminology I	4
OPR112	Office Procedures	4
Semester 2		
DPW311	Intermediate Document Production	5
ICP111	Computer Presentation Software	3
MAT301	Medical Terminology II	4
MOP311	Medical Office Procedures	4
TRT311	Transcription Techniques	3
plus: General Education Course (2)		6
Semester 3		
CPD501	Career and Professional Development	3
DPW511	Advanced Document Production	3
MOS511	Medical Office Simulation	5
MHB511	Medical Health Billing	4
SDE311	Spreadsheet Software	4
TRM511	Medical Transcription	5
plus: General Education Course (1)		3

Additional

A typing speed of 50 words per minute is required to graduate from this program.

Program Learning Outcomes

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the medical environment.
- Establish and maintain data management systems to organize electronic and paper records for the medical environment.
- Coordinate the organizing, processing, and responding to electronic and paper communications to facilitate the flow of information in the medical environment.
- Produce accurate financial and billing records for the medical environment within a specified time frame by compiling information and using appropriate software.
- Produce accurate medical correspondence and reports by a specified deadline using available computer technology as well as by applying recording, editing, and language skills.
- Use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.
- Troubleshoot and show initiative in the creation and production of accurate, organized medical documents within a specified time frame.
- Provide technical support and training related to computer software to others in the medical environment as required.
- Use the Internet and its tools in a medical environment to enhance communication and business opportunities.
- Demonstrate administrative skills to enhance the effective operation of the workplace.

Admission Requirements

- Ontario Secondary School Diploma (OSSD), or equivalent, or a mature applicant (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html)
- English: Grade 12 C or U, or equivalent course

Canadian citizens and permanent residents may meet English requirements for this program through successful Seneca pre-admission testing. (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html)

Recommended upgrading for applicants who do not meet academic subject requirements (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/upgrading-options.html).

Notes

Although not required for admission, completion of Grade 12 mathematics is recommended for your success in the program.

International Student Information

International admissions requirements vary by program and in addition to English requirements (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/english-requirements.html), programs may require credits in mathematics, biology, and chemistry at a level equivalent to Ontario's curriculum, or a postsecondary degree or diploma, equivalent to an Ontario university or college. Program-specific pre-requisite courses and credentials are listed with the admission requirements on each program page. To review the academic requirements please visit: Academic Requirements - Seneca, Toronto, Canada (senecapolytechnic.ca) (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/academic-requirements.html).

Pathways

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (https://www.senecapolytechnic.ca/pathways.html) web page.

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