



INTELLECTUS CAMPUS
Excellence through Knowledge



Short course

MEDICAL OFFICE ADMINISTRATION

1 morning per week • 14 weeks • Certificate Awarded



Passionate about a career Healthcare?

A **Medical Office Administrator** is a very important person in any practice. You are the first point of contact for a patient, you are responsible for taking appointments and ensuring you provide the doctor with the backup that they need to provide the best level of patient care on a daily basis.

If you have a passion for caring for people and want to try a different avenue in your career, or you are looking for a chance to put your organisational skills to the test. This course will set you on the right path.

WHO SHOULD TAKE THIS COURSE?

This course is aimed at people who wish to obtain employment as a healthcare receptionist in a medical, dental, hospital or veterinary practice, but currently lack the necessary background knowledge and skills. It provides competency training based on the technical and administrative information required to be an effective Medical Office Administrator

BENEFITS OF TAKING THE COURSE

- Improve your career prospects with your new found knowledge & skills
- Be confident in your abilities and knowledge as a Medical Office Administrator
- Be rewarded with a certificate on successful completion
- This is a career booster skills course. It is not accredited by the NQA, NTA or any other Namibian accrediting body.

ENTRY REQUIREMENTS

- Grade 12 min 20 points + >E symbol in English
- Grade 10 + >Level 3 NTA certificate
- Maure entry: Grade 10 / 12 + 1 year of healthcare experience

Register now for this March 2021 offer

Special Offer: N\$ 10,200 N\$ 5,000

Special fee is valid only for March 2021

[Read on for course information & turn over for contact details](#)

COURSE DURATION

4 months
Every Thursday from 08:00 until 13:00

AWARD

Certificate in Medical Office Administration

COURSE OUTLINE

1. Overview of the job role

- Who is a Medical Office Administrator?
- Job role and duties
- Overview of attributes and skills
- Job profile

2. Introduction

- A brief overview of healthcare in SADC
- The basic concepts of health, wellness & disease

3. The Basics of Body Structure, Function, Disease and Treatment

- An overview of the basic structure, function, diseases and treatments of the 11 body systems
- Basic Dental terminology
- Recognising emergency conditions
- First Aid
- Basic Observations
- Common Medical Investigations

4. Understanding Medical Terminology

- What is medical terminology?
- Why it is essential for non-clinical staff
- Pathology and X-rays
- Important medical terms you should know

5. Making and Managing Appointments

- Why appointment scheduling is crucial
- Guidelines for successful appointment scheduling
- Tips and strategies to make appointments for new patients and established patients
- Types of appointment reminders

6. Filing Systems in Medical Offices

- Importance of filing in medical offices
- Effects of using an unreliable filing system
- Guidelines to set up a medical filing system
- Alphabetic, numeric and geographical filing

7. Management and Administration

- Office Management
- Financial Management
- Procurement
- Modus Operandi of Managed Healthcare and ICD10 Codes

8. Patient Confidentiality Law, Medical Services and Ethics

- Importance of patient confidentiality
- Patient privacy vs confidentiality
- Factors that increase breach of confidentiality
- History of medical ethics
- Importance and relevance of medical ethics
- Principles and aspects of medical ethics
- Regulatory bodies that govern medical ethics

9. Health and Safety

- Importance of health & safety in healthcare
- Types of risks and hazards
- Infection control measures TB/HIV/COVID-19
- Clinical waste disposal
- Storage

10. Supplies and Inventory Management and Administration

- Definition of inventory
- Manual inventory systems
- Tips for medical inventory management
- Different types of medical inventory

11. Communication Skills

- Business English
- Greeting new and established patients
- Etiquette in the reception area; patient information booklets
- Managing telephone calls
- Managing correspondence
- Nonverbal communication and body language
- Facial expressions, gestures and posture
- Professional dress code
- Cross-cultural capabilities and communication

12. Professional Development

- Education, training and development
- Workplace Etiquette
- Study skills
- Time management
- Stress management

13. CV writing and interview skills

- Job prospects
- CVs, Resumes and Cover letters
- How to prepare for an interview and ace it

CONTACT US

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