



Course Name: Medical Office Administration Essentials - A Practical Approach

Contact Hours: 30 hours

Pre-requisite: N/A

Abstract

The healthcare sector depends not only on doctors and nurses, but also on skilled administrative professionals who ensure that hospitals, clinics, and medical offices run smoothly. From greeting patients with professionalism, to maintaining accurate records and supporting ward operations, medical receptionists and clerical staff play a vital role in the delivery of quality healthcare.

Medical Office Administration Essentials has been designed to equip aspiring and entry-level professionals with the practical knowledge and skills required to thrive in this environment. Delivered over 10 weeks in a Live Online format, the course provides training in front-desk operations, medical terminology, patient record management, confidentiality, and effective communication with patients and healthcare teams.

By the end of this programme, participants will not only understand the structure and daily operations of healthcare facilities, but will also be able to perform key administrative duties with confidence, professionalism, and ethical awareness.

Target Audience

This course is geared towards:

- Aspiring or entry-level Medical Receptionists
- Ward Clerks in hospitals or private clinics
- Administrative staff in healthcare or allied health environments
- Individuals seeking to transition into healthcare administration

Learning Outcomes

On completion of this course, learners will be able to:

- Describe the structure and functions of healthcare facilities, and explain the roles of administrative staff within them.
- Demonstrate front-desk and ward clerk procedures, including patient check-in, appointment scheduling, and ward documentation.
- Use basic medical terminology accurately when completing forms, records, and other administrative tasks.
- Maintain and update patient records and appointment systems while applying confidentiality and data protection principles.
- Apply effective communication techniques when interacting with patients, visitors, and healthcare professionals in simulated and real scenarios.
- Exhibit professionalism, ethical conduct, and workplace etiquette consistent with healthcare administration standards.

Course Content

1. Understand the structure and operations of healthcare facilities

- **Week 1: Introduction to Healthcare Administration** – Overview of healthcare systems, roles, and workflows.
- **Week 6: Ward Clerk Functions** – Insight into hospital ward operations and coordination.

2. Perform key front-desk and ward clerk duties efficiently and professionally

- **Week 2: Front Desk & Reception Duties** – Patient check-in, scheduling, and visitor management.
- **Week 6: Ward Clerk Functions** – Administrative support in wards, record transfers, coordination with medical staff.
- **Week 9: Review & Practical Scenarios** – Role-play and case studies simulating real duties.

3. Apply basic medical terminology in administrative tasks

- **Week 3: Medical Terminology & Documentation** – Introduction and application in forms, memos, and patient records.
 - **Week 4: Patient Records & Confidentiality** – Integration of terminology in charting and documentation.
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4. Manage patient records and appointment systems with accuracy and confidentiality

- **Week 4: Patient Records & Confidentiality** – Filing systems, electronic record management, confidentiality protocols.
- **Week 8: Technology in Medical Administration** – Use of EMRs, scheduling software, and digital records.

5. Communicate effectively with patients, visitors, and healthcare professionals

- **Week 5: Communication in Healthcare Settings** – Verbal, written, and non-verbal communication strategies.
- **Week 9: Review & Practical Scenarios** – Simulated patient interactions, difficult conversations, and teamwork exercises.

6. Demonstrate professionalism and adherence to workplace ethics in healthcare settings

- **Week 7: Ethical, Legal & Safety Considerations** – Workplace conduct, confidentiality, legal responsibilities.
- **Week 10: Final Assessment & Wrap-Up** – Demonstration of professional behaviors in final scenarios/assessments.

Online/Free Resources:

- CDC Training & Education Resources – <https://www.cdc.gov/training/>
- HIPAA/Health Information Privacy – <https://www.hhs.gov/hipaa>
- WHO Patient Safety Resources – <https://www.who.int/patientsafety>
- Microsoft Learn (Office/Outlook training) – <https://learn.microsoft.com/training/>
- <https://health.gov.tt/your-right-to-quality-service>

Regional References (Trinidad & Tobago):

- Ministry of Health – administrative protocols, consent forms, policies
- Regional Health Authorities (RHAs) guidelines will source and update