



HEALTH CAREER OPTIONS GUIDE

for internationally educated health professionals

Medical Administrative Assistant

This profession is also known as:

- medical secretary
- ward clerk
- ward secretary

What is a medical administrative assistant?

A medical administrative assistant performs a variety of secretarial and administrative work in medical settings.



What are the main duties of a medical administrative assistant?

This assistant

- Schedules and confirms medical appointments, and receives and communicates messages for medical staff and patients.
- Enters and formats electronically based medical reports and correspondence and prepares spreadsheets and documents for review.
- Interviews patients in order to complete forms, documents and case histories.
- Completes insurance and other claim forms.
- Initiates and maintains confidential medical files and records.
- Prepares draft agendas for meetings and take, transcribes and distributes minutes.
- Prepares financial statements and billing.
- Establishes and maintains various internal office administrative support procedures such as document tracking and filing and monthly reporting.
- Orders supplies and maintains inventory.
- Determines and establishes office procedures and routines.
- May supervise and train other staff in procedures and in use of current software.

What personal characteristics or desired traits should I have for this work?

You should be:

- Detail oriented and organized
- Ethical, tactful and discreet
- Use common sense and good judgement

Where do medical administrative assistants work?

They work in doctors' offices, hospitals, medical clinics, hospitals and other health care settings.



What are the typical work conditions for this work?

Most work is completed in an office environment during a normal 8 hour day on 5 days of the week. Some may work shift work in hospital settings.

What qualifications do I need?

- Completion of secondary school is usually required.
- Completion of a one- or two-year college program i.e. Medical Office Administration is often required.
- Training in medical terminology.

What communication skills do I need?

You need:

- Strong computer skills and the ability to adapt to new software programs i.e. electronic medical records (EMR).
- Strong interpersonal skills.
- Good verbal and written communication skills to work with clients and colleagues.

For a full list of the essential skills you will need for this profession, view http://www.jobbank.gc.ca/es_view_profile-eng.do?prof_id=58&lang=eng

What wage can I expect to be paid for this work?

- Average Canadian hourly wage Low 12.00 Median 19.00 High 25.00
http://www.jobbank.gc.ca/LMI_report_bynoc.do?noc=1243&reportOption=wage
- Career Outlook
http://www.jobbank.gc.ca/LMI_report_bynoc.do?noc=1243&reportOption=outlook

Are there opportunities for advancement?

These positions do not involve promotions, typically.

Learn More about medical administrative assistants by viewing these sites.

- National Occupation code: 1243
The government of Canada has given a code to each occupation/profession in Canada. use this code to learn more about medical administrative assistants in Canada
- Medical administrative assistants/office Assistant programs are available across Canada at most publicly funded Community Colleges.
<http://www.collegesinstitutes.ca/our-members/>

References

- Government of Canada, National Occupational Classification, 2011, (NOC# 1243) 8/4/16
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/QuickSearch.aspx?val65=1243>
- Workopolis
www.workopolis.com
- Government of Canada, Job Bank
http://www.jobbank.gc.ca/job_search_results.do;jsessionid=6CC38E07E28C828E55CAC8C2F6DD8ACD.imnav2?searchstring=1243&sort=M&button.submit=Search