



MCO Training Institute Diploma of Medical Secretary Program Curriculum and Study Plan

Vision of MCO Training Institute

To be acknowledged as one of the leading private Health Vocational Institutes in the UAE.

Mission of the MCO Training Institute

MCO Training Institute delivers high-quality vocational education, research, and community services to its stakeholders in accordance with national and international best practices that prioritize knowledge-based economies and investments in people and technology.

Objective of the MCO Training Institute:

The objective of the MCO Training Institute in the UAE is to provide high-quality, industry-relevant education and training programs that will equip students and professionals with the skills and information they need to succeed in their respective fields. This objective complements the UAE's commitment to education, workforce development, and global competitiveness.



Introduction to the Diploma of Medical Secretary Program:

A Diploma of Medical Secretary can be highly beneficial in the UAE for a variety of reasons. The healthcare industry in the UAE is quickly expanding, and there is a high demand for experienced administrative professionals to operate medical offices, clinics, and hospitals efficiently. A Medical Secretary supports healthcare practitioners by handling administrative activities such as patient records, scheduling, billing, and departmental communication.

Importance of Medical Secretary Diploma in UAE:

Healthcare Expansion: The UAE's health care industry is growing due to both domestic demand and medical tourism. As more hospitals, clinics, and specialty centers arise, there is a greater demand for qualified individuals to handle the administrative parts of healthcare.

1. **Professional Standards:** A diploma in medical secretary- ship ensures that candidates possess the required skills and knowledge in medical terminology, healthcare systems, patient confidentiality, and office management, making them valuable assets in medical settings.



2. **Supporting Emiratization:** The UAE government’s Emiratization initiative aims to increase the number of UAE nationals in private sector jobs, including healthcare. A Diploma of Medical Secretary can offer opportunities for UAE nationals to enter the healthcare field in non-clinical roles, supporting Emiratization goals.

3. **Increased Efficiency in Healthcare Administration:** Trained medical secretaries help improve the efficiency of healthcare services by ensuring that administrative functions are handled smoothly. This allows medical professionals to focus more on patient care.

4. **Job Opportunities:** Graduates with a Diploma of Medical Secretary can find job opportunities in hospitals, clinics, healthcare insurance companies, and private medical practices. This diploma prepares individuals for various administrative roles in healthcare, including positions such as medical secretaries, administrative assistants, and healthcare office managers.

5. **Multilingual Skills:** The UAE’s diverse population makes communication in multiple languages a valuable asset in healthcare. A diploma program in medical secretaryship can enhance language proficiency and cultural competence, which are important in managing patients from different backgrounds

About the Career: Medical Secretary



A career as a Medical Secretary combines administrative skills with knowledge of healthcare operations, making it a crucial role in medical facilities. Medical Secretaries ensure that healthcare offices run smoothly by managing patient information, handling communications, and supporting medical staff in a variety of tasks. With the increasing complexity of healthcare services, the role of a medical secretary has become indispensable in clinics, hospitals, private practices, and other healthcare settings.

Key Responsibilities:

Office Management:

Medical Secretaries oversee the day-to-day operations of a healthcare office, including scheduling appointments, maintaining patient records, and managing communications between patients and healthcare providers.

Medical Documentation:

They handle critical medical documents such as patient histories, test results, and insurance claims. Accuracy and confidentiality are paramount in managing these records.

Patient Interaction:

Medical Secretaries are often the first point of contact for patients. They greet patients, schedule appointments, and provide basic information about the clinic's services, fostering a professional and welcoming environment.

Medical Billing and Coding:



In many healthcare settings, Medical Secretaries are responsible for coding medical services for billing purposes, submitting insurance claims, and following up on payments, ensuring the financial health of the practice.

Pharmacology and Prescription Handling:

With basic knowledge in pharmacology, Medical Secretaries can manage prescription records, assist in coordinating patient medication orders, and communicate with pharmacies when needed.

Healthcare Technology Management:

Utilizing Electronic Health Records (EHR) and specialized software, Medical Secretaries ensure that patient information is stored securely and can be accessed easily by healthcare providers when needed.

Career Outlook:

With the healthcare industry growing rapidly, the demand for skilled Medical Secretaries is expected to rise. The UAE, in particular, has a robust healthcare sector with hospitals, clinics, and healthcare facilities continuously expanding, thus increasing opportunities for well-trained medical secretaries. Medical Secretaries are in demand in diverse healthcare environments, including:

1. Hospitals
2. Private Medical Practices
3. Clinics and Outpatient Facilities
4. Health Insurance Companies
5. Specialized Healthcare Centers (e.g., dental offices, rehabilitation centers)



Career Path and Advancement:

Starting as a Medical Secretary provides opportunities for advancement in various administrative roles within healthcare. With experience, Medical Secretaries can move into:

1. Healthcare Office Manager: Overseeing the entire administrative function of a medical office.
2. Medical Billing Specialist: Focusing on the financial and insurance aspects of patient care.
3. Patient Care Coordinator: Managing patient treatment plans and acting as a liaison between patients and healthcare providers.
4. Health Information Manager: Specializing in managing and securing health records and information systems.

For those seeking further specialization, pursuing additional certifications in health informatics, medical coding, or healthcare administration can lead to even more opportunities within the healthcare system.

Admission Requirements:

Typically, admission requires a high school diploma or equivalent, completion of preparatory courses (if available), and any extra institution-specific criteria.

Program Objectives and Program Learning Outcomes (PLOs):

Program Objectives:

The Diploma of Medical Secretary aims to equip students with the essential administrative and technical skills needed to work effectively in a healthcare setting. Upon completion of the program, students will:



Develop Core Medical Knowledge: Gain a solid understanding of medical terminology, healthcare office procedures, and medical billing practices.

Master Healthcare Communication: Learn to communicate effectively and professionally with patients, healthcare providers, and colleagues, both verbally and in writing.

Ensure Compliance and Ethics: Understand and apply UAE healthcare laws, regulations, and ethical principles in all administrative tasks, ensuring confidentiality and compliance.

Records (EHR) and medical coding systems, to manage patient data and streamline office operations.

Enhance Customer Service: Develop excellent interpersonal skills for effective patient interaction, ensuring a high level of customer service and patient satisfaction in healthcare settings.

Prepare for Real-World Application: Acquire hands-on experience through a practicum or internship, allowing students to apply theoretical knowledge in a practical healthcare environment.

Promote Professional Growth: Foster lifelong learning and adaptability in healthcare administration, preparing students for future roles and responsibilities in the healthcare sector.

Program Learning Outcomes (PLOs):

Upon completing the Diploma of Medical Secretary program, graduates will be able to:

PLO 1: Demonstrate Proficiency in Medical Terminology

Accurately understand and use medical terminology, including anatomical terms, disease names, and medical procedures, to ensure clear and effective communication in a healthcare environment.



PLO 2: Manage Medical Office Operations

Perform essential administrative duties such as scheduling, maintaining medical records, managing correspondence, and handling medical billing and coding with accuracy and efficiency.

PLO 3: Apply Knowledge of Healthcare Law and Ethics

Adhere to UAE healthcare regulations, patient confidentiality, and ethical standards in all administrative functions, ensuring compliance with legal and professional requirements.

PLO 4: Utilize Healthcare Technology and Software

Use healthcare technologies such as Electronic Health Records (EHR) systems, billing software, and office management tools to organize and manage patient information securely and efficiently.

PLO 5: Exhibit Professional Communication Skills

Communicate effectively with patients, healthcare providers, and administrative staff, both in writing and verbally, ensuring that patient interactions are handled with professionalism and compassion.

PLO 6: Demonstrate Expertise in Medical Billing and Coding

Accurately code medical services and diagnoses using ICD-10 and CPT coding systems and process insurance claims, ensuring that billing practices align with industry standards and legal requirements.

PLO 7: Deliver Exceptional Customer Service

Provide excellent customer service to patients, demonstrating strong interpersonal skills and empathy in patient interactions while managing inquiries, complaints, and appointments professionally.



PLO 8: Exhibit Competency in Health Informatics

Understand the role of health informatics in improving healthcare delivery and apply basic data management techniques to enhance patient care and administrative processes.

PLO 9: Complete a Practicum in a Healthcare Setting

Apply learned administrative skills in a real-world healthcare environment during a supervised internship or practicum, demonstrating competence in managing daily office operations and patient interactions.

PLO 10: Demonstrate Professionalism and Ethical Behavior

Uphold the values of professionalism, integrity, and ethics in all interactions and responsibilities, fostering trust within the healthcare environment.

Program Structure:

The courses are intended to provide comprehensive instruction in a variety of medical administration topics, such as medical terminology, record-keeping, office processes, and more. It integrates theoretical knowledge with practical exercises and hands-on experience.

Semester 1: Focus on foundational knowledge (medical terminology, office procedures, medical law, and basic billing/coding).

Semester 2: Emphasis on advanced topics (healthcare technology, patient interaction, insurance, and health informatics), alongside real-world experience through a practicum.

Key Focus Areas:

Medical Office Management

1. Patient Communication and Customer Service.
2. Healthcare Software Proficiency.
3. Medical Billing, Coding, and Insurance Handling.
4. Healthcare Law and Ethics.
5. Practical Application in a Medical Setting.

This curriculum, with its clearly defined objectives and learning outcomes, will prepare students for administrative roles in healthcare facilities and provide a solid foundation for career advancement. Let me know if any adjustments are needed!

The curriculum for the Diploma of Medical Secretary Program are provided below

Course Code	Course Title	Credit hours	Prerequisite	Course Code
MTS111	Medical Terminology	3	-	
MOP112	Medical Office Procedures	3	-	
HLE113	Healthcare Law and Ethics	3	-	
MBC114	Introduction to Medical Billing and Coding	2	-	
BCH115	Communication for Healthcare	2	Concomitant with HLE113	

CAH116	Introduction to Computer Applications in Healthcare	3	-	
IHI117	Introduction to Health Informatics	3	Concomitant with CAH116	
MTS121	Advanced Medical Terminology	3	MTS111	
EHR122	Electronic Health Records (EHR) Management	3	MBC114	
CSP123	Customer Service and Patient Interaction	3	BCH115	
MIP124	Medical Insurance Procedures	3	MBC114	
PHR125	Introduction to Pharmacology	3	Concomitant with MTS121	
MTS126	Medical Transcription	3	MTS111	
INT127	Practicum/Internship	3	Complete the above courses	

Total Credits Hours 40

Study Plan Diploma Program of Diploma of Medical Secretary Program

Year	Semester 1		Cr/ H	Semester 2		Cr/ H
First 1	MTS111	Medical Terminology	3	MTS121	Advanced Medical Terminology	3
	MOP112	Medical Office Procedures	3	EHR122	Electronic Health Records (EHR) Management	3

HLE113	Healthcare Law and Ethics	2	CSP123	Customer Service and Patient Interaction	3
MBC114	Introduction to Medical Billing and Coding	3	MIP124	Medical Insurance Procedures	3
BCH115	Communication for Healthcare	2	PHR 125	Introduction to Pharmacology	3
CAH116	Introduction to Computer Applications in Healthcare	3	MTS126	Medical Transcription	3
IHI117	Introduction to Health Informatics	3	INT127	Practicum/Internship	3
Total		19			21

Total Credit Hours 40

Course Descriptions:

Updated Study Plan and Curriculum

Semester 1: (19 Credit Hours)

Medical Terminology (3 cBlackits)

Introduction to medical vocabulary used in healthcare settings.

Focus on anatomical terms, disease names, and procedures.

Medical Office Procedures (3 cBlackits)

Training in daily office tasks like scheduling appointments, managing correspondence, and handling medical records.

Overview of working in a healthcare environment.

Healthcare Law and Ethics (2 cBlackits)

Overview of UAE healthcare laws, patient privacy (HIPAA equivalent), and ethical standards in medical practice.

Discussions on confidentiality, informed consent, and patient rights.



Introduction to Medical Billing and Coding (3 cBlackits)

Basics of coding for medical services and procedures using ICD-10, CPT codes, and billing practices.
Overview of insurance claims and reimbursement processes.

Business Communication for Healthcare (2 cBlackits)

Developing communication skills specific to the healthcare environment.
Writing medical reports, memos, and patient correspondence.

Introduction to Pharmacology (3 cBlackits)

Basic principles of pharmacology, including drug classifications, mechanisms of action, and therapeutic uses.
Understanding medication administration, side effects, and interactions.
Role of pharmacology in patient care and healthcare administration.

Introduction to Computer Applications in Healthcare (3 cBlackits)

Focus on Microsoft Office Suite (Word, Excel) and specific healthcare software such as Electronic Health Records (EHR) systems. Hands-on learning with medical database management.

Introduction to Health Informatics (3 cBlackits)

An overview of health informatics and its role in improving healthcare services through technology.
Exposure to data analytics and decision-making tools in healthcare.

Semester 2: (19 Credit Hours)

Advanced Medical Terminology (3 cBlackits)

Continuation from basic medical terminology, with a focus on specialized medical fields like cardiology, orthopedics, and neurology.

Detailed learning of medical abbreviations and acronyms.



Electronic Health Records (EHR) Management (3 cBlackits)

Training on managing electronic health records (EHRs), including input, storage, and retrieval of patient data. Emphasis on maintaining accuracy, privacy, and security.

Customer Service and Patient Interaction (3 cBlackits)

Developing interpersonal skills required for effective communication with patients and healthcare providers. Handling patient inquiries, complaints, and managing front-desk responsibilities.

Medical Insurance Procedures (3 cBlackits)

A focus on UAE healthcare insurance systems and policies.

Learning how to verify insurance eligibility, process claims, and follow up on reimbursements.

Introduction to Pharmacology (3 cBlackits)

The course will teach students about common drugs, their effects on the body, and safe medication administration procedures, which are crucial for medical secretaries.

Medical Transcription (2 cBlackits)

Training in converting voice-recorded reports into written format, focusing on accuracy and medical terminology.

Practicum/Internship (3 cBlackits)

Practical experience working in a healthcare facility under supervision.

Application of classroom knowledge in real-world medical office environments, including administrative duties, patient interaction, and data management.

Key Program Outcomes:

1. Proficiency in medical terminology, office procedures, and healthcare-specific communication.
2. Knowledge of UAE healthcare laws, insurance procedures, and ethical practices.



3. Skills in using healthcare software, electronic health records, and medical billing systems.
4. Hands-on experience in managing administrative tasks in healthcare environments.