



HERITAGE COMMUNITY COLLEGE
VESTRI FOSTERUS SATUS HIC

Program Outline

Medical Office Assistant Diploma

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|---------------------------|---|
| Brief Program Description | <p>This program has been designed to provide students with all of the administrative and clinical knowledge and skills required for employment as a Medical Office Assistant.</p> <p>During the program students learn to understand and use medical language; perform office procedures, prepare medical records, reports, case histories, correspondence and machine dictation; schedule and confirm medical appointments; receive and communicate messages for doctors and patients; initiate and maintain confidential medical files and records; prepare financial statements and handle billing procedures including medical billing, insurance, and other claim forms; promote safety and work in a safe manner; order supplies and maintain inventory; plan and initiate procedural set ups including those required for patient preparation and maintenance for supplies and equipment.</p> <p>Strong focus is given to communication skills, Microsoft Office applications, accounting applications, the ability to multitask and prioritize, organizational and detail skills, professional telephone manner, confidentiality, interpersonal skills and being a team player.</p> |
| NOC Code | 1243, 1414, Medical Office Assistant |
| Career Opportunities | <p>Upon completion of the program, graduates can work in the below occupations list:</p> <ul style="list-style-type: none">• Medical Office Assistant,• Medical Administrative Assistant,• Secretary, Medical,• Receptionist, Medical Office/Hospital• Medical Billing Clerk• Ward Secretary• Booking Clerk |
| Admission Requirements | <ul style="list-style-type: none">• High school diploma or equivalent, or mature student status (19 years or older).• Immunization report.• International Students must meet minimum English language proficiency requirements.<ul style="list-style-type: none">○ International students, for language proficiency, require IELTS at least 5.5 band or Canadian Language Benchmark Test level 6 or college's ESC program |



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Required Textbooks List of textbooks are mentioned in each course outline

Equipment required for this Program

- White board,
- Overhead projector,
- Lecture notes,
- Computers,
- Chairs,
- Desks,
- Garbage bins,
- A4 folders
- Notepads
- Pencils
- Pens
- Highlighters
- Other office products and equipment

Program Duration *700 hours*
8 months
35 weeks

Homework Hours 1-3 hrs. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material.

Delivery Methods *Indicate how the program is delivered.*

On-site delivery.

Distance delivery.

Combined delivery (on-site and distance.)

| Instructional Methods | <i>Method of Delivery</i> <i>(reflect all methods used)</i> | <i>Contact Hours</i> |
|-----------------------|--|-----------------------------|
| | <i>Classroom (Instructor Led)</i> | 0 hrs |
| | <i>Computer Based Training</i> | 0 hrs |
| | <i>Distance Education</i> | 600 hrs |
| | <i>Supervised Lab</i> | 0 hrs |
| | <u><i>Practicum</i></u> | <u>100 hrs</u> |
| | TOTAL | 700 hrs |



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| Learning Objectives/Outcomes | <p>Upon completion of the program, students will be able to:</p> <ul style="list-style-type: none">• to effectively apply the Microsoft Office Suite in an office administration environment.• to describe and apply bookkeeping principles and practices.• to perform basic business transactions including accounts payable and receivable, payroll, and balance and income statements.• to apply basic interpersonal communication skills effectively in administrative settings.• to research, organize, and create business information collateral across a wide variety of delivery vehicles.• You will learn about the digestive, urinary, reproductive, nervous, cardiovascular, and respiratory systems.• You will gain knowledge of the blood, lymphatic, musculoskeletal, skin, sensory, and endocrine systems.• You will develop skills in appointment scheduling, reception and communication skills, filing, referrals, and pharmacology.• you will explore the Wolf billing software system, including data entry for both manual and computer billing to the Medical Services Plan (MSP) of British Columbia.• To develop a beginning competency in selected clinical skills.• You will gain knowledge of the basic instruments, equipment, and supplies used in medical settings.• To explore all aspects of EMR (Electronic Medical Records) software using Wolf Medical Systems and to navigate EMRs and manage the input and retrieval of electronic data. |
| Student Progress/ Assessment Methods | <p>Students will be assessed through written tests, computer-based tasks and assignments.</p> |
| Attendance Expectations | <p>The students are required to submit all the assignments/projects/tests required in a course. This will ensure that the student has been regular in attending the program.</p> |
| Graduation Requirements | <p>Minimum C grade average is required for graduation</p> |



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Program Organization:

| Course No. | Course Name | Hours |
|----------------------|--------------------------------------|-----------------|
| COMP101 | Introduction to Computers | 20 |
| COMP102 | Introduction to Word Processing | 40 |
| COMP103 | Introduction to Spreadsheets | 40 |
| BCOM105 | Business Communications | 80 |
| DAP101 | Introduction to Financial Accounting | 40 |
| ADMN104 | Introduction to Keyboarding | 20 |
| MD400I | Medical Terminology I | 80 |
| MD400II | Medical Terminology II | 80 |
| MD402 | Medical Office Procedures | 40 |
| MD403 | Introduction to EMR | 40 |
| MD404 | Medical Billing | 40 |
| MD405 | Clinical Procedures | 40 |
| EMPL111 | Career Employment & Strategies | 40 |
| SSPR 100 | Work experience | 100 |
| Program Total | 35 weeks | 700 hrs. |