



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## **Program Outline**

### **Medical Office Assistant Diploma**

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#### **Brief Program Description**

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.

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.

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.

#### **NOC Code**

1243, 1414, Medical Office Assistant

#### **Career Opportunities**

Upon completion of the program, graduates can work in the below occupations list:

- Medical Office Assistant,
- Medical Administrative Assistant,
- Secretary, Medical,
- Receptionist, Medical Office/Hospital
- Medical Billing Clerk
- Ward Secretary
- Booking Clerk



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#### Admission Requirements

Prior to acceptance applicants must meet at least one of the following language proficiency requirements:

- ❖ Proof of grade 12 or equivalent.
- ❖ 19 years of age or older (all applicants)
- ❖ Immunization Report
- ❖ Evidence of Language Proficiency Requirements (evidence of one of the following):
  - Evidence that 3 years of full-time secondary education (Grades 8-12) have been successfully completed in the English language in a country where English is one of the principal languages. This may include successful completion of a BC Adult Graduation program. Applicants must produce transcripts as evidence of completion of grade 12 English with minimum of a “C” grade **OR**
  - Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction. (Applicable to a country where English is one of the principal languages.) **OR**
  - Provide verified results for one of the English language proficiency tests listed below.

Test results must be dated no more than two years before the start date of the program.

    - International English Language Testing System (IELTS) Academic: overall score of 5.5 or higher.
    - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher
    - Duolingo English Test: overall score of 95 or higher
    - Test of English as a Foreign Language (TOEFL) IBT: overall score of 46 higher
    - Canadian English Language Proficiency Index Program (CELPIP): Listening 6, Speaking 6, Reading 5, and Writing 5.
    - Pearson Test of English (PTE) Academic: overall score of 43 or higher
    - Canadian Language Benchmark Placement Test CLB PT: Listening 6, Speaking 6, Reading 5, and Writing 5.



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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      *720 hours*  
*9 months*  
*36 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	<b><i>Method of Delivery (reflect all methods used)</i></b>	<b><i>Contact Hours</i></b>
	<i>Classroom (Instructor Led)</i>	620 hrs
	<i>Computer Based Training</i>	0 hrs
	<i>Distance Education</i>	0 hrs
	<i>Supervised Lab</i>	0 hrs
	<u><i>Practicum</i></u>	<u>100 hrs</u>
	<b>TOTAL</b>	<b>720 hrs</b>



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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"><li>• to effectively apply the Microsoft Office Suite in an office administration environment.</li><li>• to describe and apply bookkeeping principles and practices.</li><li>• to perform basic business transactions including accounts payable and receivable, payroll, and balance and income statements.</li><li>• to apply basic interpersonal communication skills effectively in administrative settings.</li><li>• to research, organize, and create business information collateral across a wide variety of delivery vehicles.</li><li>• You will learn about the digestive, urinary, reproductive, nervous, cardiovascular, and respiratory systems.</li><li>• You will gain knowledge of the blood, lymphatic, musculoskeletal, skin, sensory, and endocrine systems.</li><li>• You will develop skills in appointment scheduling, reception and communication skills, filing, referrals, and pharmacology.</li><li>• 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.</li><li>• To develop a beginning competency in selected clinical skills.</li><li>• You will gain knowledge of the basic instruments, equipment, and supplies used in medical settings.</li><li>• 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.</li></ul>
Student Progress/ Assessment Methods	<p>Students will be assessed through written tests, computer-based tasks and assignments.</p> <p>Students will be required to complete 100 hrs of work experience. To qualify for work experience, students are required to maintain a minimum C grade average or higher and a minimum attendance of 85%.</p>
Attendance Expectations	<p>85% of classes must be attended to achieve competency for this qualification</p>
Graduation Requirements	<p>Minimum C grade average is required for graduation</p>



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Program Organization:

<b>Course No.</b>	<b>Course Name</b>	<b>Hours</b>
SFCS100	Strategies for College Success	20
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
SSPR100	Work Experience	100
EMPL111	Career Employment & Strategies	40
<b>Program Total</b>	<b>36 weeks</b>	<b>720 hrs.</b>