

# **Office Administration – Medical**

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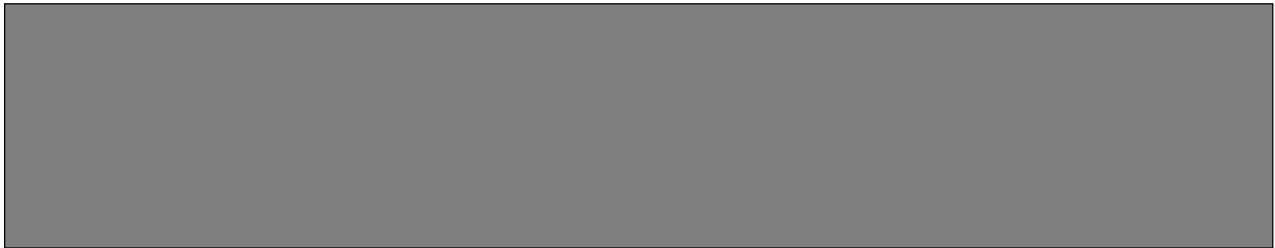
Ontario College Diploma (329)

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MOHAWK OFFICE  
ADMINISTRATION – MEDICAL  
PROGRAM PROVIDES A STEPPING  
STONE TO FURTHERING YOUR  
EDUCATION AND OPENS THE  
GATEWAY TO A REWARDING  
CAREER.

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## A Closer Look

Students in the Office Administration - Medical program will take medical office courses to learn to provide administrative support to a busy hospital unit and they will discover the challenge of a private medical practice, acquire medical transcription skills and learn extensive medical terminology and anatomy.

### Program Description

- Experience a program well-recognized by our local and extended community of hospitals and medical offices
- Learn to provide administrative support to a busy hospital unit
- Discover the challenge of a private medical practice including the EMR
- Become skilled in medical transcription and Ministry of Health Insurance billing
- Complete our highly respected Medical Terminology 1 and 2 courses
- Train in Meditech through our link to Hamilton Health Sciences
- Prepare for additional educational opportunities in other health care fields such as nursing, pharmacy and laboratory
- Attend the annual resume fair by St. Joseph's Healthcare
- Experience a two-week placement in the medical community to apply the theory and skills acquired in the classroom

### Career Opportunities for Office Administration – Medical Graduates

The Office Administration – Medical Certificate program can lead to exciting career opportunities. Medical office administration careers may involve the following:

#### **Industries of Employment:**

- Hospital Units and Departments
- Doctors/Specialists in Private Practice
- Laboratories and X-ray Clinics
- Government Offices
- Community Agencies

#### **Occupational Categories:**

- Business/Ward/Unit Clerks
- Medical Transcriptionists
- Patient Registration Clerks
- MOH Billing Clerks
- Administrative Assistants
- Medical Secretaries



## Program of Studies

### Semester 1

Course #	Course Title	Hrs/Week	Total Hours
FINC 10009	<u>Financial Concepts for Office Administration</u>	3.00	42.00
HRES CB172	<u>Human Relations</u>	3.00	42.00
INFO 10022	<u>Excel and PowerPoint Concepts</u>	3.00	42.00
KEYB 10008	<u>Keyboarding</u>	2.00	28.00
OADM OA116	<u>Basic Word Applications</u>	4.00	56.00
<b>Options Group(1): Select 1</b>			
COMM 11040	<u>Communication D</u>	4.00	56.00
COMM LL041	<u>Communication</u>	3.00	42.00

### Semester 2

Course #	Course Title	Hrs/Week	Total Hours
OPELXXXX	<u>General Education 1 Option Table</u>	3.00	4.00
INFO 10020	<u>Internet and Web Page Development</u>	3.00	42.00
INFO 10021	<u>Information Management</u>	3.00	42.00
INFO 10162	<u>Intermediate Word Applications</u>	4.00	56.00
OADM 10015	<u>Administrative Office Procedures</u>	3.00	42.00
OADM OA261	<u>Digital Transcription</u>	3.00	42.00

Semester 3			
Course #	Course Title	Hrs/Week	Total Hours
INFO 10155	<u>Advanced Word Applications</u>	3.00	42.00
INSR OA350	<u>Health Insurance Billing</u>	3.00	42.00
OADM OA323	<u>Medical Terminology 1</u>	3.00	42.00
OADM OA327	<u>Investigative Procedures</u>	3.00	42.00
OADM OA332	<u>Hospital Unit Procedures 1</u>	3.00	42.00
OADM OA352	<u>Medical Transcription 1</u>	3.00	42.00
OPEL XXXXZ	<u>General Education 2 Option Table</u>	3.00	42.00

Semester 4			
Course #	Course Title	Hrs/Week	Total Hours
CRED 10079	<u>Health Care Careers</u>	2.00	24.00
INFO 10164	<u>Advanced Excel Applications</u>	3.00	36.00
INFO OA329	<u>Automated Hospital Systems</u>	3.00	36.00
OADM OA324	<u>Medical Terminology 2</u>	3.00	36.00
OADM OA432	<u>Hospital Unit Procedures 2</u>	3.00	36.00
OADM OA452	<u>Medical Transcription 2</u>	3.00	36.00
WORK OA994	<u>Work Experience - Medical</u>	37.5.00	75.00



## Course Descriptions

### Semester 1

#### **FINC 10009 Financial Concepts for Office Administration**

Apply basic mathematical concepts by demonstrating a working knowledge of basic accounting principles relevant in business practice including budgeting, cash management and simple workplace financial statements and reports.

#### **HRES CB172 Human Relations**

Develop critical interpersonal skills to successfully function more effectively and with greater satisfaction in both the workplace and the community. This course will focus on the specific aim of personal growth and development by encouraging students to develop an understanding of basic behaviour concepts as well as analyzing their own behaviour including review of values, perceptions, attitudes, personality, motivation, decision-making, team work, and leadership.

#### **INFO 10022 Excel and PowerPoint Concepts**

Achieve a working knowledge of Microsoft PowerPoint to create basic slide presentations and charted worksheets through Microsoft Excel.

#### **KEYB 10008 Keyboarding**

Achieve a minimum speed of 35 Net Words Per Minute (NWPM) with an accuracy rate of 5 mistakes or fewer on a five-minute timed writing using keyboarding software applications.

#### **OADM OA116 Basic Word Applications**

Identify file management structure and create and produce professional documents using basic MS Word functions.

#### *Options Group (1): Select 1*

#### **COMM 11040 Communication D**

Communication is an introductory college level English course. Through a variety of assignments, successful students in this course will develop the reading, writing, critical

and analytical skills essential to them as communicators in college and upon graduation. This course teaches writing through the critical reading of various fiction and non-fiction material and brings students with basic skills to college level foundational skills.

### **COMM LL041 Communication**

Communication is an introductory college level English course. Students exiting this course will demonstrate competence in grammar, sentence structure, and writing skills. Successful students in this course will develop the reading, writing, critical and analytical skills essential to them as communicators in college and upon graduation. This course teaches writing through the critical reading of various fiction and non-fiction material and brings students to college level foundation skills.

## **Semester 2**

### **OPELXXXXX General Education 1 Option Table**

#### **INFO 10020 Internet and Web Page Development**

Explore web pages to determine their validity and expertise, along with learning effective research techniques. Discover how to create simple web pages using XHTML coding.

#### **INFO 10021 Information Management**

Illustrate good communication skills using MS Outlook and design effective databases using MS Access.

#### **INFO 10162 Intermediate Word Applications**

Create and produce documents of a professional nature using the Intermediate features of MS Word.

#### **OADM 10015 Administrative Office Procedures**

Develop skills fundamental to the pursuit of an office career including records management, note taking, customer service, workplace safety and accessibility, time management, computer purchasing, information distribution and reprographics.

#### **OADM OA261 Digital Transcription**

Produce first-time mailable business-related documentation using digital transcription software and equipment. Illustrate proper keyboarding techniques to improve speed and accuracy.

## **Semester 3**

### **INFO 10155 Advanced Word Applications**

Produce AODA compliant business documents using Intermediate and Advanced Word features to meet the requirements of various scenarios.

### **INSR OA350 Health Insurance Billing**

Apply the basic principles of Health Claim billing as outlined in the Ministry of Health (Ontario) “Schedule of Benefits. Perform computerized billing functions after mastering theory in Family Practice, Specialist, and Surgical areas of specialty.

### **OADM OA323 Medical Terminology 1**

Demonstrate an understanding of terms and concepts related to the essentials of disease and diagnosis. Build and define medical terms related to the anatomy, physiology, and pathology of the body.

### **OADM OA327 Investigative Procedures**

Participate in practical applications performed in the medical office and develop an understanding of their relevance to real-life situations. Knowledge will be expanded to encompass investigative and diagnostic procedures.

### **OADM OA332 Hospital Unit Procedures 1**

Identify the non-clinical tasks related to the challenging career of a Unit Coordinator and demonstrate skills through hands-on activities. Focus is on the orientation to hospitals, personal and professional skills, and the health record in part one of the course.

### **OADM OA352 Medical Transcription 1**

Apply medical language skills and style requirements by accurately transcribing introductory medical dictation using MS Word and Express Scribe. Demonstrate a production rate comparable to industry standard including proofreading and editing skills.

### **OPELL XXXXZ General Education 2 Option Table**

## **Semester 4**

### **CRED 10079 Health Care Careers**

Identify the non-clinical tasks related to the challenging career of a Unit Coordinator and demonstrate skills through hands-on activities. Focus is on the orientation to hospitals, personal and professional skills, and the health record in part one of the course.



**INFO 10164 Advanced Excel Applications**

Develop your basic Excel knowledge to use formulas and functions, analyze data, and create charts and templates.

**INFO OA329 Automated Hospital Systems**

Demonstrate accurate and efficient use of the recognized hospital Meditech information system. Registration, Admission, and Patient Care Inquiry modules will be accessed for a total of 36 hours. Electronic calendar scheduling will be introduced.

**OADM OA324 Medical Terminology 2**

Advance your knowledge of medical terms in this continuation of OADM OA323 – Medical Terminology 1.

**OADM OA432 Hospital Unit Procedures 2**

Transcribe doctor's orders related to nursing, nutrition, medication, laboratory, and diagnostic procedures. Requisition supplies and tests to complete the transcription process.

**OADM OA452 Medical Transcription 2**

Apply medical language skills and style requirements by accurately transcribing more complex and specialized medical dictation using MS Word, and Express Scribe. Demonstrate a production rate comparable to industry standard including proofreading and editing skills.

**WORK OA994 Work Experience – Medical**

In a competency-based environment, students will be given the opportunity to work within their chosen field. This course will allow students to utilize the practical and theoretical training gained throughout their program of studies. Students will be required to meet academic eligibility requirements prior to participating in work experience and will also be required to complete an evaluation and written component in order to achieve a passing grade of "R" (requirements met).



## Charter of Expectations

The McKeil School of Business strives to maintain standards of excellence as a community committed to personal development. Every student and employee of the College is to provide and maintain an environment conducive to learning and working, in which all individuals are treated with respect and dignity. The McKeil School of Business has set standards to promote positive student conduct which are structured around, but not necessarily limited to, the following principles:

### **Professionalism:**

We expect students to:

- Adopt an attitude of professionalism that will promote a sense of pride in our community.
- Strive to maintain an environment in which proper language without profanity is used.
- Demonstrate integrity, responsibility, honesty, respect and enthusiasm.
- Maintain an environment free from harassment, discrimination and disruptive behaviour.

### **Honesty and Integrity:**

We dedicate ourselves to upholding the reputation and honour of our role in education. We expect students to understand the following:

- All individual evaluations must be the result of the student's own work and not that of others.
- Academic dishonesty is a serious offense and subject to the Academic Honesty policy.
- E-Learn, MoCoMotion and all computer accounts must be kept confidential. All inappropriate activity that comes from the student's accounts will be associated with that student and they can be held accountable.
- Reasons for missing assignments, projects, deadlines, tests, or exams must be legitimate and formally documented to the satisfaction of individual faculty members.
- Forms of academic dishonesty include, but are not limited to the following:
  - Possession or use of unauthorized material
  - Copying from other students' work
  - Direct use or paraphrasing of material without acknowledgement of its source
  - Falsifying data Copyright infringement, such as using unlawfully downloaded or photocopied materials
  - Submitting individual work that has been done by someone else, whether in whole or in part
  - Making material available for others to submit as their own work
  - Submitting for credit any academic work for which credit has been previously obtained or is being sought in another course.

\*All of the above are subject to the penalties outlined in the Academic Honesty policy\*

### **Responsibility:**

As a member of the McKeil School of Business, the student is accountable for actions both in and out of class. These actions include but are not limited to the following:

- Reviewing the course outline and learning plan for course expectations including evaluation criteria.
- Attend classes prepared with assigned readings and homework completed.
- Preparing for classes by completing assignments such as readings and homework.
- Informing professors of CAAP's prior to class times, especially if a CAAP requires in-class

support.

- Scheduling personal appointments and work schedules outside of school hours.
- Scheduling group meetings in a mutually convenient manner.
- Working in a productive manner with group members.
- Completing and submitting assignments, reports, and projects on time.
- Keep a backup copy of all individual and group assignments.

As a member of Mohawk College, the student shall not in any way abuse other students, college employees or guests of the college. Abusive communication means any unwelcome words or images received or distributed in person or by any communication medium, including social media, that intimidate, disparage or cause humiliation, offence or embarrassment to a person.

### **Faculty Contact:**

McKeil School of Business faculty may be contacted by e-mail, or by phone. If leaving a voice mail message, please speak slowly and clearly include your full name, student number, and course code, reason for the call and how you can be contacted. If you choose to e-mail the professor, you must use your Mohawk College e-mail account and clearly include your full name, student number, course code and reason for the e-mail.

### **Tests and Evaluations:**

All references to test(s) should be understood to mean test(s), quizzes, exam(s) or in-class assessment(s).

- It is the student's responsibility to be available for all tests at their scheduled time – including those scheduled during exam week(s). It is the student's responsibility to notify the course professor by telephone and/or e-mail prior to the start of the test if he/she cannot be present for any reason. If a student misses a test without contacting the professor BEFORE the test takes place, he/she will receive a grade of zero for that test.
- The student will be required to provide documentation, such as a medical note or accident report, validating the reason for missing the test. Medical notes must specifically state that you were unable to write the test on the specific date.

A student has a right to view her/his final test or exam with the professor within ten (10) working days of the grade being posted and should make these arrangements with the professor directly.

### **Test Protocol:**

- Students must arrive 10 minutes prior to all tests.
- Students arriving less than 30 minutes late for a test will be allowed to write the test, but they have lost the time that they have missed.
- Students will not be permitted to enter a testing room if they are 30 minutes late and will receive a grade of zero unless relevant documentation is provided.
- Students will not be permitted to leave within the first thirty 30 minutes of a test.
- Students who request to leave the test at any point during the scheduled test will not be able to return unless permission has been granted by the professor.
- The use of aids, such as electronic devices, dictionaries, and translators during a test must be approved by a professor prior to the test.
- Students must place their personal belongings at the front or side of the test room.
- Students must place their Mohawk Identification Card in front of them on the desk throughout the test period for identification purposes.
- While waiting outside a test room, students should be respectful and considerate of others

who are still writing the test.

- Students will not be permitted to talk or make unnecessary noise at any point during the test.

**Compliance:**

Individual faculty members are charged with the responsibility of dealing with infractions of the Charter of Expectations. Disciplinary measures may include, but not be limited to, any of the following:

- Verbal warning
- Written warning
- Deductions from the student's class mark
- Ejection from the class, course, program, or College

**Blended Learning:**

In the blended delivery model, students commit to both face-to-face classroom instruction and active learning outside the classroom. The student is expected to be fully prepared for face-to-face classes by completing self-study activities such as:

- Required readings
- Pre-class deliverables
- Supplementary learning resources such as videos, games or simulations
- On-line discussions through Discussion Boards
- On-line activities
- Group work

**Group work:**

In courses involving group work, students MUST PASS the individual component of the course in order to receive a passing grade. If he/she does not pass the individual component, he/she will receive the grade for the individual component ONLY as their final grade. Students must be aware that as members of a group they are collectively and individually responsible for all work submitted.

**Placements:**

For programs where there are unpaid work-term placements, the student must meet the academic requirements of the program before they are allowed to participate in the work placement. All placements are at the discretion of the Associate Dean and/or Program Coordinator.

**Program of Studies and Graduation**

For each program, the College defines a Program of Studies which lists courses, sorted by semester, that provide a continuum of learning from basic to more complex levels. Programs of Studies are reviewed annually and changes made where necessary. Each new intake of students is associated with the most current version of the program, which is indicated by the year.

Students are responsible to apply to graduate for the next upcoming convocation ceremony during the semester he/she is completing the final courses of the program.

**References:**

Mohawk College has developed several policies and procedures designed to protect students and provide an enriching and rewarding learning experience in which the rights of individuals are respected.

For the most up-to-date information on the following policies and procedures, please consult the Mohawk College website.

Policies and Procedures that relate to academic issues:

- Academic Appeal Policy
- Academic Honesty Policy
- Human Rights Policy
- Information Technology - Use and Security Policy
- Student Behaviour Policy
- Program Promotion and Graduation Requirements
- Student Complaint Procedure
- Violence Prevention & Protection Policy
- Academic Accommodation for Students with Disabilities



## Promotion Guidelines

### Plan Ahead! Determine your Goals!

Effective Fall 2009, Mohawk College introduced changes to promotion and grading. The new passing grade for a course is 50%. **For any courses taken prior to this date, the passing grade is 60%.**

In addition, in order to be promoted to the next semester (and future semesters) a student must have a WGPA of 60%. Certain courses have pre-requisites for future courses so please refer to your Program of Study.

As well, in order to qualify to graduate from a program a student must have earned a WGPA of 60% overall of the combined courses in the Program of Study.

### Summary of Promotion Policy

Weighted GPA	0 Failures	1 Failure	More than one Failure
<50%	Compulsory Withdrawal	Compulsory Withdrawal	Compulsory Withdrawal
>=50% and <60%	Promote with Advice	Promote with Advice	Probation
>=60%	Promote with Good Standing	Promote with Advice	Probation

\*Weighted GPA (Grade Point Average) A representation of student achievement that is calculated using the following formula: the sum of the percentage grades multiplies by the credit value and divided by the sum of the credits for the courses taken as defined by the Program of Studies

### Promotion Criteria

Students must have a minimum grade of 75% in MATH MA101, and a passing grade in MRKT CB158, ECON EB122, and ACCT CB101 with no more than 1 failure or dropped course.



**Academic Year: 2015/2016**

## **Coordinators**

Reception (905) 575-2005

If calling from outside the college dial (905) 575-1212 and ask for extension.  
If calling within the School of Business student phone please call the 4 digit extension.

<b>Program</b>	<b>Coordinator</b>	<b>Ext.</b>	<b>E-Mail Address</b>
<b>Accounting</b>	Gallagher, Monica	3334	monica.gallagher@mohawkcollege.ca
<b>Advertising &amp; Marketing Communications Management</b>	Grossi, Robin	3050	robin.grossi@mohawkcollege.ca
<b>Business</b>	McTear, Andrew	2273	andrew.mctear@mohawkcollege.ca
<b>Business Administration</b>	Smith, Laurence	2410	laurence.smith@mohawkcollege.ca
<b>Business Analysis</b>	Pegg, Lisa	4024	lisa.pegg@mohawkcollege.ca
<b>Business Financial Services</b>	Iannazzo, Mary	4732	mary.iannazzo@mohawkcollege.ca
<b>Human Resources Management</b>	DiGiovanni, Rocco	3625	rocco.digiovanni@mohawkcollege.ca
<b>Insurance</b>	Martin, Mary	3139	mary.martin@mohawkcollege.ca
<b>International Business</b>	TBA		
<b>Marketing</b>	Long, Janice	3652	janice.long3@mohawkcollege.ca
<b>Office Administration – Executive</b>	Mannen, Janet	3034	janet.mannen2@mohawkcollege.ca
<b>Office Administration – First Year Common</b>	D'Angelo, Lori	3249	lori.dangelo@mohawkcollege.ca
<b>Office Administration – General</b>	Cooper, Jane	2005	jane.cooper@mohawkcollege.ca
<b>Office Administration – Legal</b>	Clarke, Jane	3202	jane.clarke@mohawkcollege.ca
<b>Office Administration – Medical</b>	Fisher, Wendy	3066	wendy.fisher@mohawkcollege.ca
<b>Public Relations</b>	Tuck, Tim	3526	tim.tuck@mohawkcollege.ca
<b>Small Business &amp; Entrepreneurship</b>	Sodtka, Melanie	4189	melanie.sodtka@mohawkcollege.ca
<b>Tourism &amp; Travel</b>	Strauch, Ted	3854	edward.strauch@mohawkcollege.ca