Program Outline
Medical Office Assistant Diploma

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
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) ❖ 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

Learning Objectives/Outcomes	Upon completion of the program, students will be able to:

- 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.
- Student 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.

Required Textbooks	List of textbooks are mentioned in each course outline

Equipment required for this Program

- Student's own device- Computer/ Laptop
- Suitable internet connection
- Lecture notes
- Chairs
- A4 folders
- Notepads
- Pencils
- Pens
- Other office products and equipment

Program Duration
980 hours
11.5 months
49 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. The homework hours are exclusive of the program hours.

Delivery Methods
Indicate how the program is delivered.
☐ *On-site delivery.*
☒ *Distance delivery.*
☒ *Combined delivery (on-site and distance.)*
- *46% of combined program will be provided by distance (online) delivery*

If distance or combined delivery is indicated, the online components are:
☒ *Synchronous.*

☐ *Asynchronous.*

☐ *Combination of both* **synchronous and asynchronous**.

Instructional Methods	*Method of Delivery (For Combined delivery)*	*Contact Hours*
	Classroom (Instructor Led)	520 hrs
	Computer Based Training	0 hrs
	Distance Education	460 hrs
	Supervised Lab	0 hrs
	Practicum	0 hrs
	TOTAL	980 hrs

Student Progress/ Assessment Methods	Students will be assessed through written tests, computer-based tasks and assignments.
Attendance Expectations	The students are required to submit all the assignments/projects/tests before the due date required in a course. This will ensure that the student has been regular in attending the program.
Graduation Requirements	Minimum C grade average is required for graduation. Students are graded as PASS/FAIL in the final grading report.

Program Organization**:**

Course Code	Course Title	# of Hours of Instruction	Delivery Method (All Synchronous)
CMPT 107	Computer Business Applications I	160	Distance/ Combined
CMPT 113	Keyboarding Skills Development	20	Distance/ Combined
MDCL 101	Medical Anatomy, Physiology & Terminology	80	Distance/ Combined
MDCL 131	Basic Pharmacology	80	Distance/ Combined

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ENGL 109	Medical Word Processing	40	Distance/ Combined
BUSM 112	Administrative Skills	80	Distance/ Combined
BUSM 334	Customer Service Strategies	80	Distance/ Combined
ACCT 101	Accounting I	80	Distance/ Combined
MDCL 201	Medical Billing – Manual	80	Distance/ Combined
MDCL 202	Medical Billing – Software	80	Distance/ Combined
MDCL 151	Medical Transcription	40	Distance/ Combined
MDCL 203	Clinical Procedures	60	Distance/ Combined
MDCL 204	Medical Office Practice	60	Distance/ Combined
JOBS 111	Job Search Skills	40	Distance/ Combined
Program Total	**49 weeks**	**980 hrs.**	

The program organization does not include 2-week holiday. The net duration of the program after the holiday is 51 weeks.