

## OFFICE ADMINISTRATION - MEDICAL

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### Program Outline

<b>Major:</b>	OFAM
<b>Length:</b>	2 Years
<b>Delivery:</b>	4 Semesters
<b>Credential:</b>	Ontario College Diploma
<b>Effective:</b>	2015-2016
<b>Location:</b>	Barrie, Orangeville, South Georgian Bay
<b>Start:</b>	Fall (Barrie), Winter (Barrie, Orangeville, South Georgian Bay)

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### Description

This program prepares graduates to assume responsibility for assisting in medical and health-related offices. The positions may include assisting medical practitioners to keep the office operating effectively, or assisting in the many offices or departments of hospitals or health care facilities.

Industry trends and requirements are continually monitored to ensure curriculum remains current and relevant.

Students in the Office Administration - Medical Program are offered the opportunity for office experience within the community.

### Career Opportunities

Graduates from this program generally find employment in medical practitioners' offices, nursing care facilities, and hospitals. However, there are also career opportunities with drug companies, provincial and federal governments, medical services in industry, clinics, alternative medical practices such as naturopathy, homeopathy, acupuncture, shiatsu, and other areas of health services as well as general offices.

### Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

- apply management and organizational skills to facilitate the completion of tasks and meet deadlines in the workplace;
- assess, establish, organize, process, maintain and respond to electronic and paper communications/records to facilitate the flow of information;
- apply a variety of mathematical and estimating techniques accurately for general business documentation;
- produce accurate financial and billing records for the medical environment within a specified time frame by compiling information and using appropriate software;
- use effective communication, problem-solving and interpersonal skills to assist with the completion of individual and team tasks and promote the image of the organization;
- manage projects by locating, analyzing, organizing, and summarizing information using appropriate resources and technology;
- communicate clearly, concisely, and correctly in the form that fulfils the purpose and meets the needs of audiences;
- use critical thinking and problem-solving skills in a multi-tasking environment;
- participate in society as an informed and understanding citizen pursuing an enriched personal life and professional growth through self-directed career planning and life-long learning;
- be aware of cultural and ethical issues that may arise in any business environment;
- understand fully the concepts of commonly used business computer applications such as word processing, desktop publishing/graphics, spreadsheets, databases, presentations, groupware, E-mail, and Internet;
- organize meetings, conferences, special events, and travel including the preparation of related documentation;
- research, develop, and present reports substantiating the selection of resources or services for the workplace using written and oral presentation techniques and appropriate technology;
- use medical terminology and apply transcription, and language skills to produce accurate medical correspondence and reports by a specified deadline, using computer technology;
- troubleshoot, diagnose and solve basic hardware/software problems.

### **The Program Progression:**

Fall Intake - Barrie

Sem 1	Sem 2	Sem 3	Sem 4
Fall 2015	Winter 2016	Fall 2016	Winter 2017

Winter Intake - Barrie, Orangeville, South Georgian Bay

Sem 1	Sem 2	Sem 3	Sem 4
Winter 2016	Summer 2016	Fall 2016	Winter 2017

### **Articulation:**

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program co-ordinator for specific details if you are interested in pursuing such an option. Additional information can be found on our website at <http://www.georgiancollege.ca/admissions/credit-transfer/>

### **Admission Requirements:**

OSSD or equivalent with  
- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: [www.georgiancollege.ca/admissions/policies-procedures/](http://www.georgiancollege.ca/admissions/policies-procedures/)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit Transfer Centre website for details: [www.georgiancollege.ca/admissions/credit-transfer/](http://www.georgiancollege.ca/admissions/credit-transfer/)

### **Graduation Requirements:**

- 19 Mandatory Courses
- 2 Communications Courses
- 3 General Education Courses

### **Graduation Eligibility:**

To graduate from this program, the passing weighted average for promotion through

each semester, from year to year, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

#### Mandatory Courses

COMP1012 Computer Business Documentation  
COMP1013 Advanced Computer Business Documentation  
COMP1048 Introduction to Keyboarding  
COMP2026 Integrated Office Simulations  
COMP2027 Computerized Administrative Simulations  
MATH1004 Mathematics for the Office Professional  
OFAD1001 Office Procedures and Strategies  
OFAD1003 Multi-Media Language Processing  
OFAD1006 Introduction to Medical Office Administration  
OFAD1007 Spreadsheet and Presentation Applications  
OFAD1008 Word Processing and Database Applications  
OFAD2000 Anatomy for the Medical Office 1  
OFAD2001 Medical Language Transcription 1  
OFAD2004 Medical Language Transcription 2  
OFAD2006 Anatomy-Medical Office 2  
OFAD2014 Bookkeeping for the Office Professional  
OFAD2015 Administrative Support and Records Management  
OFAD2022 Medical Office Procedures  
OFAD2024 Electronic Medical Office Documentation

#### Communications Courses

To be selected at time of registration from the College list, as determined by testing.

#### General Education Courses

To be selected from College list

#### Course Descriptions:

COMP1012 Computer Business Documentation 42.0 Hours

This course is designed to develop skills in word processing and document design and formatting. Emphasis is placed on accuracy and efficiency. Keyboarding skill using the correct touch technique is highly recommended.

COMP1013 Advanced Computer Business Documentation 42.0 Hours

This course provides further development of touch keyboarding techniques as well as advanced skills in business formatting and documentation. Emphasis is placed on the efficient production of business applications, using advanced features of current word

processing software. The minimum keyboarding speed in this course is 45 net words per minute.

P- COMP1012 Computer Business Documentation and P- COMP1048 Introduction to Keyboarding

#### COMP1048 Introduction to Keyboarding 42.0 Hours

This course is designed to build proficient keyboarding skills, including using correct touch technique. Emphasis is placed on accuracy and efficiency.

#### COMP2026 Integrated Office Simulations 42.0 Hours

This course provides the opportunity to work in a team and independently in order to organize and produce multi-task projects. Emphasis will be placed on self-directed research to assess the most appropriate software and software functions in order to complete a job. The minimum keyboarding speed for this course is 50 net words per minute.

P- COMP1013 Advanced Computer Business Documentation

#### COMP2027 Computerized Administrative Simulations 42.0 Hours

This course provides the student with integrated administrative simulations designed to build skills in the areas of information management, computer software, problem solving, decision making, communications, and teamwork. Simulation projects are based on actual office situations that utilize the skills necessary to perform in today's workplace. The minimum keyboarding speed in this course is 60 net words per minute.

P- COMP2026 Integrated Office Simulations

#### MATH1004 Mathematics for the Office Professional 42.0 Hours

This course introduces students to the mathematical concepts and formulas commonly used by office administrators in a business environment. It is recommended students have a good knowledge of spreadsheet software.

#### OFAD1001 Office Procedures and Strategies 42.0 Hours

This course introduces current office procedures necessary to perform administrative support functions as well as an opportunity to develop learning strategies that will prepare the student to confront academic, personal, and career challenges. A combination of practical tasks and processes provides a solid foundation for those entering administrative careers.

#### OFAD1003 Multi-Media Language Processing 42.0 Hours

This course provides the development of skills needed to transcribe a variety of dictated material to mailable office standards using digital transcribers, CD ROMs and current word processing software. Business vocabulary from a variety of employment areas is introduced. Grammar rules, spelling, keyboarding, and language skills are integral components of this course.

P- COMP1048 Introduction to Keyboarding

OFAD1006 Introduction to Medical Office Administration 42.0 Hours

This introductory course consists of learning medical terminology necessary to equip the student with the required vocabulary to prepare a variety of dictated medical correspondence to mailable standards. Ethical and cultural issues relating to the medical environment are discussed and students do literary and internet research to prepare presentations related to cultural issues.

OFAD1007 Spreadsheet and Presentation Applications 42.0 Hours

This course provides the development of spreadsheet and presentation design skills. Students will learn how to organize, calculate, manipulate and use graph data. A variety of financial functions and formula entries will be explored including IF analysis. Learners will work with multiple worksheets and workbooks. Students will use presentation software to prepare professional looking presentations.

OFAD1008 Word Processing and Database Applications 42.0 Hours

This course is designed for the development of word processing and database skills. Students will use word processing software to create, enhance, and format documents. Using database software students will plan, create, update and maintain database structures.

OFAD2000 Anatomy for the Medical Office 1 42.0 Hours

This course is designed to develop skills in medical terminology by presenting definitions and spelling of medical and scientific terms and analyzing those terms. Anatomy and physiology are studied in relation to the structure and function of the body and the interaction in maintaining homeostasis.

P- OFAD1006 Introduction to Medical Office Administration

OFAD2001 Medical Language Transcription 1 42.0 Hours

This course provides students with comprehensive training in medical transcription. Medical terms and vocabulary are used in the transcription of medical reports. Emphasis is placed on medical language skills, set up of medical reports, and upgrading of transcription skills.

P- OFAD1003 Multi-Media Language Processing and P- OFAD1006 Introduction to Medical Office Administration

OFAD2004 Medical Language Transcription 2 42.0 Hours

This course further develops medical language and transcription skills. It includes medical dictation heavily weighted with medical terminology in the form of medical reports. Emphasis is placed on medical language skills, set up of medical reports and upgrading of transcription skills.

P- OFAD2001 Medical Language Transcription 1

OFAD2006 Anatomy-Medical Office 2 42.0 Hours

This course is designed to continue to develop skills in medical terminology by presenting definitions and spelling of medical and scientific terms and analyzing those terms. Anatomy and physiology are studied as they relate to the structure and function of the body and the interaction in maintaining homeostasis.

P- OFAD1006 Introduction to Medical Office Administration

#### OFAD2014 Bookkeeping for the Office Professional 42.0 Hours

This course introduces basic bookkeeping principles, procedures, and concepts as applied to a service business. The bookkeeping cycle, involving journals and ledgers to the preparation of financial statements, is covered. It is strongly recommended students have completed MATH1004 – Math for the Office Professional or an equivalent course.

#### OFAD2015 Administrative Support and Records Management 42.0 Hours

This course provides the further development of progressive business practices necessary for entry into today's workplace. Emphasis is placed on business travel; international customs; meetings and conferences; reference resources; office communication; and records management, both paper based and electronic. Students will develop team-building skills, exercise critical-thinking and problem-solving skills, and participate in constructive classroom interaction.

#### OFAD2022 Medical Office Procedures 42.0 Hours

This course familiarizes the student with the procedures of a medical office environment and provides the student with an insight into multicultural topics as it relates to Canada's multicultural environment and the Canadian medical health care system; responsibilities and obligations of a health office professional as relates to patient care, confidentiality, and the use of an electronic medical record system to register patients in making electronic appointments and electronic OHIP and WSIB claims.

P- OFAD2024 Electronic Medical Office Documentation

#### OFAD2024 Electronic Medical Office Documentation 42.0 Hours

This course provides students with training in transcribing documents pertaining to a medical office environment using transcribing equipment and then moving to an electronic medical records system to handle patients' charts, documents, and create letters. This course delves into preventative care, government reporting, privacy and confidentiality as it relates to the medical environment, and communication using a clinical management system. Spelling, punctuation, and format form a vital part of this course.

P- OFAD1003 Multi-Media Language Processing and P- OFAD1006 Introduction to Medical Office Administration

### Course Description Legend

P = Prerequisite; C = Concurrent prerequisite; CO= Corequisite

*Information contained in College documents respecting programs is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs. The college reserves the right to add or delete programs, options, courses, timetables or campus locations subject to sufficient enrolment, and the availability of courses.*