



Medical Office Administrator

CERTIFICATE PROGRAM

ABOUT THE PROGRAM

The duties of Medical Office Administrators (MOA) includes specialized tasks and are uniquely trained to perform a variety of administrative duties in doctors' offices, hospitals, medical clinics and other medical settings in both the public and private sectors.

This fast-track program provides a strong foundation in medical office skills and knowledge within a very short period of time. In this intensive program, students are provided the opportunity to learn specific skills related to working in a medical office. Topics covered include Medical Office Procedures, Medical Documentation, Medical Transcription, Medical Terminology, Basic Pharmacology, and Medical Billing. Hands-on experience using Osler Electronic Medical Records (EMR) is also a component of this program. Students will also receive recommendations for improvement of office communication skills, and success strategies for seeking job placement in this industry.

Graduates may choose to combine this certificate with other office related work or education to more effectively search for employment in the medical field. Other students may use this certificate to establish the groundwork to pursue a career in this area.

PROGRAM INTAKES (2016)

JANUARY Course dates: Sa/Su Jan 23, 24, 30, 31, Feb. 13, 14, 20, 21, 27, 28, Mar. 5, 6. (Registration now open)

MAY: May 28, 29, Jun 4, 5, 11, 12, 18, 19, 25, 26, July 9, 10 (registration mid-March)* *note these dates have changed from the originally posted dates*

SEPTEMBER: Course dates: Sa/Su Sept. 24, 25, Oct. 1, 2, 15, 16, 22, 23, 29, 30, Nov. 5, 6. (Registration opens mid-July).

PROGRAM DURATION

Program is 90 hours in length offered over 6 consecutive weekends, a total of 12 days; Saturday and Sundays from 9:00am-5:30pm (no classes on holiday weekends)

ENTRANCE REQUIREMENTS

- 19 years of age or older.
- Please see recommended prerequisites in the following pages

PROGRAM FEES

- Tuition: \$949 (includes manual and registration in all required courses)

TO REGISTER:

604.323.5322

View the website for more details and upcoming information sessions

www.langara.ca/cs

under Health Care Professionals.

MORE INFORMATION:

Karen Ramsden, Program Coordinator

604.323.5926 | kramsden@langara.ca

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WHY LANGARA?

This program meets a demand in the industry to provide training that specifically targets knowledge related to the medical field. It does not emphasize skills that may have been obtained elsewhere such as MS Word and Excel, keyboarding, practicums, first aid, and job search. Guidance is available should you wish to take additional training in these areas. It should be noted that medical office administrators are very often referred to as medical office secretaries, or medical office assistants and related training programs in this province may use that title instead.

CAREER POTENTIAL

Possible job opportunities may include: Admitting Clerk, Medical Secretary, Medical Transcriptionist, Medical Receptionist, Medical Billing Clerk, Scheduling/Booking Clerk, Admitting Clerk, Medical Office Assistant, and Medical Office Administrator. Please note that employers may have different hiring requirements. If you are seeking a specific job placement, you are advised before registering for any MOA program to inquire with those employers as to what program(s) they will recognize.

RECOMMENDED PREREQUISITES

Please review the following *recommended prerequisites*. Registrants in this program will be asked to acknowledge in writing that they have read and understood these recommendations prior to beginning the program. You will not be asked to provide proof of these recommended prerequisites, however you must be aware that if not properly prepared, your chances of success may be hindered.

FLUENCY IN WRITTEN AND SPOKEN ENGLISH:

Strong English skills are required. Recommended: Grade 11 English or equivalent (CLB minimum 7 with 8 on Comprehension and/or IELTS minimum 6.5). Students who are weak in English skills should consider upgrading through an English as a Second Language Program or pursue an English for Academic Purposes course. These may be viewed on the Langara website under LEAP. You may also wish to prepare for this program by taking Medical Terminology Level 1. View details at www.langara.ca/hhs

STRONG COMPREHENSION SKILLS:

As this program is delivered in an intensive format over 6 weekends, students must be prepared to meet the expected rigours of this type of program. The program is fast-paced with frequent assignments and quizzes. Students must be able to work effectively and independently. Medical terminology is a large component of this program, so ensuring the ability to comprehend and apply this knowledge is a necessity.

TYPING OF AT LEAST 40 WPM:

You will not be tested on your typing skills, however to gain employment in the industry you will be expected to have a minimum of 40-45wpm.

COMPUTER SKILLS:

Although tasks will be assigned that require the use of a computer, this program does not provide instruction in word processing, spreadsheet or other computer programs. You should be able to easily navigate through a computer and use these programs to be successful in this certificate program. If you require additional training in this area, the program coordinator can provide links to other educational training in this area.

ATTENDANCE

Students will be expected to be on time and attend all sessions. Any absences must be approved by the instructor. No accommodations will be made for absences that the instructor or coordinator have not approved unless for approved extenuating circumstance.

Curriculum

MEDICAL OFFICE PROCEDURES

Students learn the basic skills needed in order to perform effectively in a medical office. A wide variety of topics are covered including, reception, scheduling, filing, ethics, law, professional communication, and health care in Canada.

MEDICAL DOCUMENTATION

This unit covers the different types of documents used in the medical office, as well as the MOA's role in handling these documents. The student will understand the policies and procedures for documenting in the medical office, as well as how to sort, prepare and file specific documents. Students will also learn how to complete forms, draft memos, take messages, write patient letters and develop information sheets.

ELECTRONIC MEDICAL RECORDS (EMR)

Students will be introduced to working with simulated health records and will explore how this system applies in a medical office.

Receive an understanding of the tasks and functional benefits through actual EMR experiences. Students are updated with the latest Electronic Medical Record rules, regulations, and innovations, electronic orders and results, workflow examples, and billing codes. Students will use OSLER as the Management System in class and will be provided with an understanding of transitioning to similar EMR programs.

MEDICAL TRANSCRIPTION

Transcription is integral to the efficiency of the medical office. Students will become familiar with the various letters and reports routinely dictated by medical professionals by being introduced to the process of medical transcription using actual dictated medical data.

MEDICAL BILLING

Students will be introduced to the medical billing procedures in accordance with the BC Medical Services Plan (MSP) requirements and create medical billing data entry and preparation of billing statements, as well as understanding the transmission and receipt of data from the BC MSP office in Victoria. Practice creating patient databases and complete medical office billing procedures using the current software. Students will become familiar with aspects of billing, including MSP, ICBC, WorkSafe BC, personal, and medical legal billing. They will also learn to schedule appointments, generate day sheets, and transmit claims.

CLINICAL PROCEDURES

This module examines the clinical aspects of the medical office. Topics covered include vital signs, visual acuity, clinical supplies, collecting specimens, and patient assessments. Learn how infection is spread, routine precautions, and various methods used to control infection.

PHARMACOLOGY BASICS

This module will provide an introductory examination of pharmacology and a working knowledge on a variety of drugs and their interactions. Students will examine drug legislation, the use and abuse of prescription drugs, and the role of the MOA in regards to assisting with medication. An introduction to key pharmacology terms and concepts, as well as the names of common drugs and their classifications will be reviewed.

MEDICAL TERMINOLOGY 1&2

Learn to work with the specialized terminology of medicine, including the pronunciation and spelling of terms to describe medical circumstances and situations. Students will learn through descriptions, illustrations and exercises to identify the major anatomical features and systems of the body and the common pathologies, which can adversely affect these systems. This section also covers the various body systems terminology and basic terms included in cancer medicine (oncology); radiology and nuclear medicine; and psychiatry.

STUDENT SUCCESS STRATEGIES

Students will work to develop their keyboarding and resume building skills and will also be introduced to in-office and client communication skills, preparing students to be successful in their next chosen path. Please note that this program does not include a practicum component however students will be given guidance on improving their employability and techniques for seeking experience in the field.

Note: Content modules are woven throughout the twelve days, and therefore no exemptions for similar course material will be granted.