

# MEDICAL OFFICE ADMINISTRATOR (MOA)

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## CERTIFICATE PROGRAM

This fast-track, intensive program provides a strong foundation in medical office skills and knowledge. Students are provided the opportunity to learn specific skills related to working in a medical office. Topics include: Medical Office Procedures, Medical Documentation, Medical Transcription, Medical Terminology, Basic Pharmacology, Clinic Skills, Anatomy Terminology for the MOA, and Medical Billing. Hands-on experience using current Electronic Medical Records (EMR) program is also a component of this program. Students also receive recommendations for improvement of office 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 VISION:

1. Facilitate the integration of medical office skills for those who have administrative assistance experience (or equivalent education), and
2. To introduce the required skills needed to work in a medical office to those wishing to pursue a career in this area.

### Program Fee:

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\$1,402

inc: workbook, handouts, clinical practice supplies)

### Program Duration

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105 hours in length

## 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 seeking a specific job placement, before you register, you should first inquire with those particular employers as to what program(s) they will recognize.

## PROGRAM INTAKES:

Additional times may be available. View website for current dates.

Registration opens approximately 6 weeks prior to the term start ie. Mid March, mid July and mid November. View registration options at: [www.langara.ca/continuing-studies/registration](http://www.langara.ca/continuing-studies/registration)

### January, May or September

14 days  
7 consecutive weekends  
Saturday and Sundays  
9:00am-5:30pm

### February

35 evenings  
4 months Feb-May  
Tues, Wed and Thur  
Evening: 6:30pm-9:30pm

### August

Four weeks, full-time  
Monday to Friday  
Daytime  
9:00am-5:30pm

### October

Tues/Thur evenings  
(6:30-9:30pm) plus  
Sat/Sun (9am-5:30pm)  
Oct or Nov to Dec

## ENTRANCE REQUIREMENTS:

19 years of age or older. Please review the recommended prerequisites [www.langara.ca/moa](http://www.langara.ca/moa). Registration Opens approximately 6 weeks prior to program start. To register, please call 604.323.5322.

## APPLICATION PROCESS:

This program is very competitive and seats are limited to 20. You are not required to submit an application to apply to this program, however please ensure that you have read and understand the recommended prerequisites (see website [www.langara.ca/moa](http://www.langara.ca/moa)). Students must be prepared to sign a student agreement related to prerequisites and student conduct in class and on campus.

Please contact the registration office at 604.323.5322 to register (MOAP1101, MOAP1102, MOAP1103). Registration opens approximately 6 weeks prior to program start date. To view registration information, please visit <https://langara.ca/continuing-studies/registration>

Note: You must provide more than 72 hours notice before the program starts to withdraw from the program once you are registered. There will be no refunds granted of the administrative and material fees (\$225). There are no refunds of any portion of the program after the 72 hour window has passed and once the program begins. Please see website for more information on this program [www.langara.ca/moa](http://www.langara.ca/moa)

## MORE INFORMATION

Karen Ramsden, Program Coordinator  
604.323.5926 | [kramsdn@langara.ca](mailto:kramsdn@langara.ca)

## TO REGISTER: 604.323.5322

View the website for upcoming information sessions. [www.langara.ca/moa](http://www.langara.ca/moa)

*CURRICULUM (next page)*

## **CURRICULUM**

*Curriculum is woven throughout 105 hours. No exemptions for similar course material will be granted.*

### **MEDICAL OFFICE PROCEDURES (8HR)**

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

### **CLINICAL PROCEDURES (8HRS)**

This module examines the clinical aspects of the medical office. Learn the names of basic instruments and equipment used in a medical office and the processes and steps to assist the physician and develop a beginning competency in selected clinical skills. Topics covered include vital signs, visual acuity, clinical supplies, collecting specimens, and patient assessments. Infection control is covered, including how infection is spread, routine precautions and various methods used to control infection.

### **MEDICAL DOCUMENTATION (10HRS)**

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

### **MEDICAL BILLING (12HRS)**

Receive an introduction 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. Also learn to schedule appointments, generate day sheets, and transmit claims.

### **ELECTRONIC MEDICAL RECORDS-EMR (12HRS)**

Introduction to theoretical and practical EMR experience working with simulated health records. Students are updated with the latest Electronic Medical Record applications, rules, regulations, innovations, electronic orders, and results, workflow examples, and billing codes. Students will use MedAccess as the Management System in class, and receive an understanding of transitioning to similar EMR programs.

### **MEDICAL TRANSCRIPTION (12HRS)**

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

### **MEDICAL TERMINOLOGY LEVEL 1 AND 2 (20HRS)**

Learn to work with the specialized terminology of medicine, including the pronunciation and spelling of terms to describe medical circumstances and situations, and basic terms included in cancer medicine (oncology); radiology and nuclear medicine; and psychiatry.

CURRICULUM (CONT'D)

### **PHARMACOLOGY BASICS FOR THE MOA (10HRS)**

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.

### **ANATOMY TERMINOLOGY FOR THE MOA (8HRS)**

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. Information will be provided on common disease processes and symptoms that affect each body system. Learn to use terminology related to the organs and diseases of each body system and how this applies to your role as an MOA.

### **STUDENT SUCCESS/CAREER PREPARATION STRATEGIES (5HRS)**

Students will be introduced to resume building, in-office and client communication, and a skills review to provide guidance for students' success in this career. Please note that this program does not include a practicum component however career preparation knowledge will be shared in this class.

### **EVALUATION GUIDE (SUBJECT TO CHANGE)**

## MEDICAL OFFICE ADMINISTRATOR CERTIFICATE PROGRAM

<b>MODULE ONE</b>	Percent
Medical Office Procedures Test A: Medical Office Reception and Health Care in Canada	30
Medical Office Procedures Test B: Professional Communication and Documentation Skills	30
Medical Terminology Test 1	40
<b>TOTAL</b>	<b>100</b>
<b>MODULE TWO</b>	Percent
Medical Terminology Test 2	40
Medical Billing Test	30
Electronic Medical Records Test	20
Pharmacology Assignment	10
<b>TOTAL</b>	<b>100</b>
<b>MODULE THREE</b>	Percent
Clinical Procedures Test: Patient Assessments, Diagnostic Procedures and Infection Control	40
Medical Transcription Test	30
Anatomy and Terminology for the MOA Presentation and Project	20
Career Preparation Assignment	10
<b>TOTAL</b>	<b>100</b>