

MEDICAL OFFICE ADMINISTRATION DIPLOMA COURSE OUTLINE

© MARITIME BUSINESS COLLEGE

MEDICAL SUBJECTS

Medical Office Procedures & Medical Terminology	100 hrs
Computerized Medical Office Management (MOM)	20 hrs

BUSINESS SUBJECTS

Accounting Fundamentals	125 hrs
Business English	100 hrs
Human Relations	30 hrs
Occupational Health & Safety	20 hrs
Office Procedures	40 hrs
Records Management	20 hrs

COMPUTER SUBJECTS

Keyboarding/MS Word	210 hrs
Windows	25 hrs
MS Access	50 hrs
MS Excel	50 hrs
MS Outlook	10 hrs
MS PowerPoint	25 hrs
Simply Accounting	50 hrs
Corel WordPerfect	50 hrs

TOTAL COURSE HOURS **925 hrs**

42 Weeks

Fall: Start Date: 6 September 2011 End Date: 22 June 2012

Winter: Start Date: 3 January 2012 End Date: 19 October 2012

**DIPLOMA AWARDED UPON SUCCESSFUL COMPLETION
EVALUATION BY TESTING (WRITTEN & PRACTICAL) AND ASSIGNMENTS
PASS 70% IN ALL SUBJECT AREAS**

METHOD OF EVALUATION

*Students are tested regularly throughout the program in all subject areas. Pass for all tests and assignments is 70%. **Final marks:** cumulative average X 90% + 10% attendance. Minimum 80% overall attendance (cumulative average of attendance for all subjects) required for graduation with a diploma.*

*Students who fail a particular subject may write a supplemental exam during the final month of study. The supplemental exam is based on material covered over the entire course. These exams are graded pass or fail and the highest achievable mark is 70%. **Supplemental exams cannot be written in law.***

MEDICAL OFFICE PROCEDURES & TERMINOLOGY

Course Hours: 100

Course Description:

This course familiarizes students with the health care profession and emphasizes the need for professionalism between medical administrative assistants and co-workers, doctors, referral agencies, and patients. Students are introduced to the special fields of medicine, hospitals, and other medical agencies around the metro area.

Students study human anatomy and physiology of each body system, common disorders of each system, the procedures used to diagnose those disorders, and the usual treatment. The following topics are addressed:

Introduction to Body Chemistry and Microbiology
Body Organization
Tissues Membranes & Diseases of the Skin
Musculoskeletal System & Disorders
Nervous System & Diseases of the Nervous System
Sense Organs & Disorders
Cardiovascular System & Related Diseases
Respiratory System & Related Diseases
Gastrointestinal System & Related Diseases
Urinary & Reproductive Systems & Related Diseases
Endocrine System & Endocrine Systems
Aging - Medical Ethics - Medical Document Preparation

Course Goal:

To provide an understanding of the protocol in a medical setting.
To emphasize the importance of and need for accurate and effective communication.
To learn to be an accurate reporter.
To familiarize students with laboratory requisitions and medical booking agencies.
To inform students of basic legal considerations in medicine and their responsibilities.
To provide the student with an understanding of human body systems and conditions.
To learn key terminology and medical abbreviations.
To be able to describe the locations and parts of the body.
To know the various systems and organs, their parts and functions.
To be able to predict many of the symptoms that result when an organ or system malfunctions.
To become familiar with diagnostic procedures and therapeutic support.

MOM (Computerized Medical Office Manager)

Course Hours: 20

Course Description:

Hands-on computer training in MOM - a complete medical office management system. Its function is the storage, retrieval, and reporting of the data related to the processing of patients at a medical practice. This is the software that is widely used in medical offices, clinics, and hospitals throughout Nova Scotia.

Course Goal:

To become proficient in the use of MOM to manage demographic data, appointments, MSI, WCB, and out of province claims, private billings, medical histories, prescriptions, allergies, referrals, scheduled procedures, etc.

ACCOUNTING FUNDAMENTALS

Course Hours: 125

Course Description:

This course introduces students to the basic principles of accounting and how they apply to business. Emphasis is placed on the accounting cycle, which includes transaction analysis, journalizing, posting, adjusting entries, trial balance, statement preparation, and closing entries. Additional topics include merchandising activities, special journals (sales, purchases, etc.) and subledgers, petty cash and banking activities, receivables, and payroll. Extensive hands-on accounting exercises throughout the course help students to acquire the problem-solving skills needed to apply accounting principles to real-world applications.

Course Goals:

To provide students with a solid understanding of accounting principles, which can be applied to a variety of business settings.

To provide students with the accounting knowledge required to learn and use various computerized accounting software packages.

BUSINESS ENGLISH

Course Hours: 100

Course Description:

This course provides comprehensive up-to-date and relevant instruction in the correct use of English Grammar. It will help the student develop proficiency in punctuation, capitalization, and number-style skills.

Course Goal:

To learn how to communicate effectively, for how we communicate with our friends differs from how we communicate with our bosses and clients--or, at least, it should if we hope to be regarded as professionals in the workplace.

HUMAN RELATIONS

Course Hours: 30

Course Description:

This course focuses on building skills to improve and maintain both horizontal and vertical relationships through effective communication in four areas: verbal, non-verbal, listening, and writing. We examine how to receive and convey clear, meaningful and unemotional messages, along with the role of perception in communication.

Course Goal:

To develop an appreciation for diversity (personal, professional, cultural), conflict management, dealing with difficult people, business ethics and etiquette, recognizing and coping with stress, how to be an effective team-player, problem-solving and decision-making, as well as maintaining a balance in and between one's personal life and professional life.

OCCUPATIONAL HEALTH AND SAFETY

Course Hours: *20 (Includes 8 hrs for EFA/CPR)

Course Description:

Students are introduced to the *Nova Scotia Occupational Health and Safety Act*, their rights and responsibilities under the Act, along with potential hazards encountered by office personnel and precautions to ensure safety. Ergonomic procedures for sitting, lifting, and equipment handling are discussed, and students also learn strategies for dealing with anger in the workplace.

**First Aid/CPR is a requirement for graduation from MBC. Students who do not have a valid certificate upon entry will be required to undergo training at their own expense.*

Course Goal:

To provide students with the information necessary to ensure their safety and minimize risks while employed.

To insure every student is certified in Emergency First Aid and CPR.

OFFICE PROCEDURES

Course Hours: 40

Course Description:

This course provides an overview of the modern business world and focuses on managing office systems and procedures including: document processing, management of work, time, and resources, incoming/outgoing mail, front-line reception, travel arrangements, meetings and conferences, and employment strategies. Students are prepared for entering the business world and will develop and learn to use skills to adapt to the ever-changing office environment and to solve business problems. **Machine Transcription** techniques are also taught

Machine Transcription: The transformation of dictated words into document form is both a skill and an art. The transcriptionist must coordinate eyes, ears, hands and feet to produce professional looking letters, memos, and reports in proper format. Throughout this course, the student is provided with the knowledge, tips, and tricks for accomplishing this goal. Students will learn to operate a transcription machine and will have plenty of opportunity to transcribe actual dictation, applying the knowledge learned.

Course Goal:

To provide the student with an understanding of the interrelationship between people, equipment (technology), and procedures.

To equip the student with the skills necessary to become a competent and successful office employee.

RECORDS MANAGEMENT

Course Hours: 20

Course Description:

This course teaches critical skills for the efficient storage and retrieval of paper documents. The course begins with the standardized filing rules and procedures consistent with recommendations of the Association of Records Managers and Administrators, Inc. (ARMA). The rules and procedures are then applied through the completion of both text and hands-on exercises divided into five major segments: alphabetic, numeric, geographic, subject, and alphanumeric filing

Course Goal:

To learn to apply standardized filing rules and procedures in an office environment.

COMPUTER LITERACY

Students must have a working knowledge of computers and computer software to successfully operate a small business or be employable in today's job market. The following software applications are essential in almost any business environment.

KEYBOARDING & MICROSOFT WORD (DOCUMENT PROCESSING)

Course Hours: 210

Course Description:

Keyboarding techniques, methods, and drills along with formatting business documents in Microsoft Word.

Course Goal:

To develop keyboarding skills and minimum typing speed of 55 wpm.
To learn word processing with MS Word and become familiar with the program's features.
To learn how to format business correspondence and reports.

WINDOWS

Course Hours: 25

Course Description:

Hands-on computer training with step-by-step instruction to learn the functions and techniques of the Windows operating system. Students begin with basic terminology and work through a series of labs and review exercises to master the system.

Course Goal:

To learn the commands and understand the concepts of the Windows operating system.

MICROSOFT ACCESS

Course Hours: 50

Course Description:

Hands-on computer training with step-by-step instruction in Microsoft Access, a relational database management system. Students learn how to plan and create databases, enter data, edit data, design forms, carry out data analysis, design reports, preview, and print.

Course Goal:

To learn how to design, create, and manage a computerized database using Access and appreciate the many advantages this software brings to the office environment.

MICROSOFT EXCEL

Course Hours: 50

Course Description:

Hands-on computer training with step-by-step instruction in Microsoft Excel, electronic spreadsheet. Students learn how to create and print well-designed spreadsheets, and how to edit and format data, perform calculations, and create charts.

Course Goal:

To learn to design, create, edit, and enhance spreadsheets with Excel.

MICROSOFT OUTLOOK

Course Hours: 10

Course Description:

To familiarize students with the many features of Outlook such as setting up a calendar to plan meetings and appointments, using the contact feature to store names, addresses, and other data, and accessing notes where you can formulate ideas and save reminders.

Course Goal:

To show the students how to use a personal information management system to organize their schedules and keep track of contacts.

MICROSOFT POWERPOINT

Course Hours: 25

Course Description:

Wherever the meeting--boardroom, classroom, courtroom--this is the modern way to captivate an audience and effectively make your point. Students receive hands-on computer training, with step by step instruction, to learn the features of Microsoft PowerPoint graphics presentation software.

Course Goal:

To learn to design, create, edit, and enhance graphics presentations on the computer.

SIMPLY ACCOUNTING

Course Hours: 50

Course Description:

Hands-on computer training in the most widely used small business accounting software. Features include General Ledger, Accounts Receivable, Accounts Payable (with Purchase Order tracking), Payroll, Inventory, and Project Costing.

Course Goal:

To be able to apply the fundamental accounting skills learned with Simply Accounting Software to manage the accounting needs of an office or small business.

COREL WORDPERFECT

Course Hours: 50

Course Description:

Hands-on computer training in the theories and practical applications of one of the most popular word processing programs. Step-by-step instruction and exercises ensure students have a thorough knowledge and skill in document preparation and formatting. In addition to learning the technical features of WordPerfect, students are required to compose so that they not only learn to produce but also write and edit.

Course Goal:

To have mastered and be able to apply most of the features and commands of Corel WordPerfect.
To become adept in word processing techniques.

