

A. Division: APPLIED PROGRAMS Date: MAR. 23, 1988

B. Department: COMMERCE & BUSINESS ADMINISTRATION New Course: ☐

Revision of Course ☒

Dated: MAY 12, 1986

C. OADM 151 D. MEDICAL OFFICE PROCEDURES E. 3

Subject & Course No. Descriptive Title Semester/Credits

F. Calendar Description:

This course is designed to introduce the student to the secretarial duties and procedures required in a medical office/hospital setting. Topics covered will include reception skills, appointments, telephone techniques, public relations, inventory control, mail processing, filing, and record management procedures. Time and stress management, interpersonal skills, medical laws and ethics will form an integral part of this course. The student will explore job search, screening and interview techniques.

Summary of Revisions:
(Enter date and Section Revised)
e.g. 1982-08-25
Section C,E,F, and R
1988 03 23

G. Type of Instruction:	Hrs. Per Week/ Per Semester	H. Course Prerequisites:	F, N, O, P, Q, R
Lecture	<u>2</u> Hrs.	NIL	
Laboratory	_____ Hrs.	I. Course Corequisites:	
Seminar	<u>2</u> Hrs.	NIL	
Clinical Experience	_____ Hrs.	J. Courses for which this Course is a Pre-requisite:	
Field Experience	_____ Hrs.	NIL	
Practicum	_____ Hrs.	K. Maximum Class Size:	
Shop	_____ Hrs.	24	
Studio	_____ Hrs.		
Student Directed Learning	_____ Hrs.		
Other (Specify)	_____ Hrs.		
Total	<u>4</u> Hrs.		

L. College Credit Transfer ☐

College Credit Non-Transfer ☒

Non-Credit ☐

M. Transfer Credit: Requested ☐

Granted ☐

(Specify Course Equivalents or Unassigned Credit as Appropriate)
U.B.C.
S.F.U.
U. Vic.
Other

Beverly A. Dugas
Course Designer(s)

[Signature]
Director/Chairperson

[Signature]
Divisional Dean

[Signature]
Registrar

NAME AND NUMBER OF COURSE

N. Textbooks and Materials to be Purchased by Students (Use Bibliographic Form):

Casey, Barbara: Office Administration for the Medical Secretary,
McGraw-Hill, Toronto, 1984 (\$16.75 - 1988)

Medical Office Assistants' Association of B.C.;

Medical Office Assistants' Handbook, Third Edition, Queens Printers, (\$12.50 - 1988)

1 manual, Douglas College Publication (approx. \$2.50 - 1988)

Complete Form with Entries Under the Following Headings: O. Course Objectives;

P. Course Content; Q. Method of Instruction; R. Course Evaluation

O. COURSE OBJECTIVES:

The student will be able to:

1. describe the employment entry level positions in a medical setting;
2. demonstrate an understanding of the legal implications of confidentiality of medical records and medical ethics;
3. identify the techniques used in maintaining an efficient, professional yet friendly office environment;
4. maintain an appointment scheduling system and related procedures;
5. identify and demonstrate the ability to complete forms and procedures used to refer patients to hospitals, other medical facilities and other physicians;
6. use appropriate telephone techniques;
7. effectively handle office mail;
8. demonstrate an understanding of secretarial skills by preparing itineraries, making travel arrangements, and organizing an office library system;
9. maintain and control office inventory;
10. recognize stressful situations, use stress-management techniques, recognize and process on-site emergencies;
11. identify classifications of patient records retained for office and hospitals;
12. set up and maintain medical records filing systems;
13. identify community resources, both private and government, available to the patient;
14. identify procedures used in job search and complete job application forms, resumes and covering letters.

P. COURSE CONTENT:

- 1.0 Employment in the Medical Office**
- 1.1 The Medical Office Assistant Position**
 - 1.1.1 - job profile in firms of various sizes
 - 1.1.2 - working conditions
 - 1.1.3 - wages
 - 1.1.4 - benefits
 - 1.1.5 - duties
 - 1.1.6 - union
 - 1.1.7 - MOAA
- 1.2 Employee Responsibilities**
 - 1.2.1 - absenteeism and its effect on the work place
 - 1.2.2 - loyalty
 - 1.2.3 - confidentiality - verbal and written
- 2.0 Medical Ethics and Canadian Law**
 - 2.1 - medical ethics of the medical profession
 - 2.2 - procedures for the release of information
 - 2.3 - limits of responsibility
 - 2.4 - confidentiality
 - 2.5 - statutes
- 3.0 Reception, Public Relations and Professionalism**
 - 3.1 - image
 - 3.2 - attitude
 - 3.3 - working as a team member
 - 3.4 - conflict
 - 3.5 - communications
 - 3.6 - providing an inviting environment
 - 3.7 - role of public relations person in office
 - 3.8 - grooming, dress, etiquette, empathy
- 4.0 Appointment Systems and Procedures**
 - 4.1 - different systems
 - 4.2 - initial appointment - priorities, time required
 - 4.3 - appointment confirmations and cancellations
 - 4.4 - factors disrupting appointment schedules
 - 4.5 - referrals
 - 4.6 - booking of hospital beds, daycare surgery, treatment, lab and x-ray facilities
 - 4.7 - follow-up systems
 - 4.8 - special needs patients
- 5.0 Referral forms**
 - 5.1 - hospital, or daycare surgeries, physiotherapy, public health, and other physicians.

6.0 Telephone Techniques and Procedures

- 6.1 - telephone etiquette
- 6.2 - identifying your office
- 6.3 - screening policy
- 6.4 - communicating
- 6.5 - problem situations
- 6.6 - procedures for emergency telephone situations

7.0 Processing of the Mail**a.) outgoing mail**

- 7.1 - first class, second class, registered and certified
- 7.2 - electronic mail
- 7.3 - courier mail
- 7.4 - courier services

b.) incoming mail

- 7.5 - sorting, opening, date stamping and annotating
- 7.6 - mail the secretary can handle

8.0 Secretarial responsibilities

- 8.1 - correspondence
- 8.2 - meeting and travel arrangements
- 8.3 - library and editorial duties
- 8.4 - education information and pamphlets for patients

9.0 Inventory control

- 9.1 - procedures and controls for drugs, medical instruments and supplies
- 9.2 - storage and maintenance

10.0 Time and Stress Management

- 10.1 - on site emergencies
- 10.2 - stressful situations
- 10.3 - stress management techniques such as time management, exercise etc.

11.0 Patient records

- 11.1 - charting, histories - subjective, objective
- 11.2 - hospital reports - patient information sheet
- 11.3 - x-ray and lab reports
- 11.4 - culling
- 11.5 - retention

12.0 Records Management

- 12.1 - systems of filing
- 12.2 - color coding, alphabetical, numerical
- 12.3 - organization to control records
- 12.4 - filing procedures and rules
- 12.5 - equipment and supplies (microfiche, computerized filing systems)

13.0 Community Resources

- 13.1 - Government sponsored
- 13.2 - Public Sector
- 13.3 - Specific to elderly, chronic care, youth, and women
- 13.4 - Support services for patients remaining in their homes
- 13.5 - Support for the needy

14.0 Obtaining Employment

14.1 Job Search

- 14.1.1 - Assess skills, strengths, weaknesses
- 14.1.2 - assess career goals
- 14.1.3 - hospitals, offices, clinics

14.2 Resume and Covering Letter

- 14.2.1 - preparing a resume
- 14.2.2 - answering advertisements
- 14.2.3 - preparing a covering letter for resume
- 14.2.4 - completing an employment application

14.3 Job Interviews

- 14.3.1 - appearance
- 14.3.2 - rapport with interviewer
- 14.3.3 - listening skills
- 14.3.4 - asking and responding to questions
- 14.3.5 - follow-up
- 14.3.6 - negotiate employment terms

Q. MODE OF INSTRUCTION:

The mode of presentation will be lecture, role play , and will include films and/or guest speakers.

R. COURSE EVALUATION:

Assignment(s)	15%
Quiz(s)	20%
Midterm	25%
Final	30%
Participation	<u>10%</u>
	100%