

SEPTEMBER 2003 CURRICULUM GUIDELINES

A: Division: **Instructional** Effective Date: **September 2003**
B: Department/ **Commerce & Business Admin.** New Course Revision
 Program Area: **Office Administration**
 If Revision, Section(s) Revised: **F, H, M, N, P, Q,**
 Date Last Revised: **MARCH 23, 1988**
 Date of Current Revision: **March 2003**

C:	OADM 151	D:	MEDICAL ADMINISTRATIVE PROCEDURES	E:	3
	Subject & Course No.		Descriptive Title		Semester Credits
F:	Calendar Description: This course is designed to introduce the student to the administrative duties and procedures required in a medical office/hospital setting. Topics covered will include reception skills, appointment scheduling, telephone techniques, interpersonal skills, stress management, inventory control, mail processing, filing and record management procedures. Medical law, ethics and financial records will form an integral part of the course.				
G:	Allocation of Contact Hours to Types of Instruction/Learning Settings Primary Methods of Instructional Delivery and/or Learning Settings: Lecture and Seminar Number of Contact Hours: (per week / semester for each descriptor) Lecture: 2 Hours Seminar: 2 Hours Number of Weeks per Semester: 15 Weeks X 4 Hours Per Week = 60 Hours		H: Course Prerequisites: English 11 with a grade of "C" or better or equivalent.		
			I. Course Corequisites: Nil		
			J. Course for which this Course is a Prerequisite: OADM 401		
			K. Maximum Class Size: 30		
L:	PLEASE INDICATE: <input type="checkbox"/> Non-Credit <input checked="" type="checkbox"/> College Credit Non-Transfer <input type="checkbox"/> College Credit Transfer: Requested <input type="checkbox"/> Granted <input type="checkbox"/>				
SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca)					

M: Course Objectives/Learning Outcomes

The learner has reliably demonstrated the ability to:

1. describe the employment entry level positions in a medical setting;
2. identify the legal implications of confidentiality of medical records and discuss 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. complete forms used to refer patients to hospitals, other medical facilities and other physicians;
6. use appropriate telephone techniques;
7. effectively handle office mail;
8. prepare itineraries and make travel arrangements;
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. prepare journals, ledgers, petty cash records, bank reconciliation statements and payroll registers.

N: Course Content

1. Employment in the Medical Office
2. The Medical Office Assistant Position
 - job profile in firms of various sizes
 - working conditions
 - wages
 - benefits
 - duties
 - union
 - MOAA
3. Medical Ethics and Canadian Law
 - medical ethics
 - malpractice and malpractice prevention
 - consent
 - procedures for the release of information
 - limits of responsibility
 - confidentiality
 - statutes
4. Reception, Public Relations and Professionalism
 - image
 - attitude
 - working as a team member
 - conflict resolutions
 - communications
 - absenteeism and its effect on the work place
 - providing an inviting environment
 - role of public relations person in office
 - grooming, dress, etiquette, empathy

5. Appointment Systems and Procedures
 - different systems
 - initial appointment - priorities, time required
 - appointment confirmations and cancellations
 - factors disrupting appointment schedules
 - referrals
 - booking of hospital beds, daycare surgery, treatment, lab and x-ray facilities
 - follow-up systems
 - special needs patients
6. Referral Forms
 - hospital, or daycare surgeries, physiotherapy, public health, and other physicians.
7. Telephone Techniques and Procedures
 - telephone etiquette
 - screening policy
 - communicating
 - problem situations
 - procedures for emergency telephone situations
8. Processing of the Mail
 - a.) outgoing mail
 - first class, second class, registered and certified
 - electronic mail
 - courier mail
 - courier services
 - b.) incoming mail
 - sorting, opening, date stamping and annotating
 - mail the secretary can handle
9. Administrative Responsibilities
 - correspondence
 - meeting and travel arrangements
 - education information and pamphlets for patients
10. Inventory Control
 - procedures and controls for drugs, medical instruments and supplies
 - storage and maintenance
11. Time and Stress Management
 - on site emergencies
 - stressful situations
 - stress management techniques such as time management, exercise etc.
12. Patient Records
 - charting, histories - subjective, objective, hospital reports, patient information sheet
 - x-ray and lab reports
 - culling
 - retention
13. Records Management
 - systems of filing
 - colour coding, alphabetical, numerical
 - organization to control records

- filing procedures and rules
14. Community Resources
- government sponsored
 - public sector
 - specific to elderly, chronic care, youth, and women
 - support services for patients remaining in their homes
 - support for the needy
15. Financial Records
- process of recording patient charges, etc., in cash disbursements and cash receipts journals
 - process of posting journals to ledgers
 - patient statement of account
 - petty cash
 - process of depositing cheques and cash
 - bank statement reconciliations
 - payroll deduction tables and payroll sheets
 - Revenue Canada payroll and remittance forms

O: Methods of Instruction

The mode of presentation will be lecture, discussion, and will include videos and/or guest speakers.

P: Textbooks and Materials to be Purchased by Students

Plunkett, Lorna. Procedures for the Medical Administrative Assistant, Latest Edition, Harcourt Brace and Company

Q: Means of Assessment

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

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR
Yes

Course Designer(s): Sheena Graves

Education Council/Curriculum Committee Representative

Dean/Director: **Jim Sator**

Registrar: **Trish Angus**