

Fanshawe College

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Office Administration - Health Services

2006

FANS 01245 Office Administration - Medical - CVS Application

Fanshawe College

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**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE**

APPLICATION FOR PROGRAM VALIDATION

This proposal will be sent to MTCU for Approval for Funding YES ____ NO

1. College: Fanshawe
2. College contact person responsible for this proposal: Name: Paul Finlayson Title: Chair, IT Division, Faculty of Business & Information Technology Telephone: 519 452-4291 Electronic mail: pfinlayson@fanshawec.ca
3. Proposed Program Title: Office Administration - Medical
4. Proposed Credential: (please indicate below) Local Board Approved Certificate <input type="checkbox"/> Ontario College Certificate <input type="checkbox"/> Ontario College Diploma <input checked="" type="checkbox"/> Ontario College Advanced Diploma <input type="checkbox"/> Ontario College Graduate Certificate <input type="checkbox"/>
5. Proposed Program Outcomes: Please complete and attach the two Program Maps (Appendix A - Form 1 and Form 2)
6. Proposed Program Description: Please complete and attach the Program Description Form (Appendix B)
7. Proposed Program Curriculum: Please complete and attach the Program Curriculum Form (Appendix C)
8. Date of Submission: October 17, 2006
9. Date of CVS Response: October 17, 2006
10. Validation Decision:

Proposal Validated (APS Number: FANS 01245)

Proposal not Validated. Reason:

Signed on behalf of CVS:

Tim Klassen

Send the completed form and required appendices to: klassen@collegecvcs.on.ca

For detailed information on how to complete the Application for Program Validation, please refer to the Instructions for Submission document.

For any additional information contact: College Credential Validation Service, 655 Bay Street, Suite 400, Toronto, ON M5G 2K4; or by telephone at (416) 596-8799

ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE

APPENDIX A - PROGRAM MAPS

(Vocational Program Outcomes & Essential Employability Skills Outcomes)

Vocational Program Learning Outcomes:

Form 1(attached) is provided to assist you in mapping your proposed program vocational learning outcomes against existing vocational outcomes found in either Provincial Program Standards or in Provincial Program Descriptions.

Where there is a relevant Provincial Program Standard, the approved Vocational Learning Outcomes must appear in the first column, followed by your proposed program vocational learning outcomes.

Where there are no Provincial Program Standards, the first column will contain program outcomes from the Provincial Program Description. Again, your proposed program vocational learning outcomes will be added in the middle column.

NOTE: *Both these types of documents can be obtained from staff at the CVS or at the Colleges Branch, MTCU.*

The last column will contain a list of the relevant curriculum proposed in your program to address the outcome in a manner that ensures the graduate will have reliably demonstrated the required skill or ability. Course numbers or course codes, corresponding to those provided in your list of courses (Appendix C), are sufficient in this column.

Essential Employability Skills Outcomes:

A mapping of the Essential Employability Skills (EES) will be done on Form 2 (attached).

The instructions / requirements for this map are the same as for the Vocational Program Map. The first three columns contain the approved skill categories, the defining skills, and the EES learning outcomes. The last column will contain the proposed curriculum (as listed in Appendix C) that will ensure the meeting of these outcomes.

ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE

APPENDIX A - PROGRAM MAPS

Form 1 - Vocational Program Outcomes

PROVINCIAL PROGRAM STANDARD VOCATIONAL LEARNING OUTCOMES/PROVINCIAL PROGRAM DESCRIPTION OUTCOMES	PROPOSED PROGRAM VOCATIONAL LEARNING OUTCOMES	COURSE TITLE/COURSE CODE (From Appendix C) OFFICE ADMINISTRATION - MEDICAL
<p>Ministry of Training, College and Universities</p> <p>Office Administration – Medical Program Standard (December 2000)</p> <p>The approved program standard for four-semester Office Administration - Medical Programs approved by the Ministry of Training, Colleges and Universities (MCU Code 52308) for delivery by Ontario Colleges of Applied Arts and Technology</p> <p>This version replaces the program standard released in January 1996© 2001, Ontario Ministry of Training, Colleges and Universities</p>	<p>Fanshawe College</p> <p>Office Administration – Medical Program Standard (2006)</p> <p>IDENTICAL TO THE CURRENT PROVINCIAL STANDARD ON RECORD</p>	

<p>Vocational Standard</p> <p>All graduates of Office Administration - Medical Programs must have achieved the ten vocational learning outcomes listed in the following pages, in addition to achieving the Essential Employability Skills learning outcomes and meeting the general education requirement.</p> <p>Synopsis of the Vocational Learning Outcomes</p> <p><i>The graduate has reliably demonstrated the ability to</i></p>	<p>Vocational Standard</p> <p>All graduates of Office Administration - Medical Programs must have achieved the ten vocational learning outcomes listed in the following pages, in addition to achieving the Essential Employability Skills learning outcomes and meeting the general education requirement.</p> <p>Synopsis of the Vocational Learning Outcomes</p> <p><i>The graduate has reliably demonstrated the ability to</i></p>	<p>As of September 2006, all Office Administration Programs at Fanshawe College will have a common first year, the General students graduating with a certificate at the end of the first year, and the Executive and Medical students graduating with a diploma at the end of the second year. All courses below will be designated by Level 1 and 2 (First Year) and 3 and 4 (Second Year). Approved courses will be indicated by the designated course number.</p> <p>ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1) MATH-1143 – Fundamental Mathematics for Business (1) MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037- Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3) General Education Elective (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4) Medical Billing (4) Work Experience/Placement (4) ADMN3002 - Mandatory General Education (4)</p>
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PROVINCIAL PROGRAM STANDARD VOCATIONAL LEARNING OUTCOMES/PROVINCIAL PROGRAM DESCRIPTION OUTCOMES	PROPOSED PROGRAM VOCATIONAL LEARNING OUTCOMES	COURSE TITLE/COURSE CODE (From Appendix C)
1. apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the medical environment.	1. apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the medical environment.	ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-1112 – Advanced Spreadsheet Applications (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Transcription 1 (3) Medical Office Procedures 2 (4) Medical Transcription 2 (4) Work Experience/Placement (4)
2. establish and maintain data management systems to organize electronic and paper records for the medical environment.	2. establish and maintain data management systems to organize electronic and paper records for the medical environment.	ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) INFO-1023 – Applied Business Language Fundamentals (2) COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Transcription 1 (3) Medical Office Procedures 2 (4) Medical Transcription 2 (4)

<p>3. coordinate the organizing, processing, and responding to electronic and paper communications to facilitate the flow of information in the medical environment.</p>	<p>3. coordinate the organizing, processing, and responding to electronic and paper communications to facilitate the flow of information in the medical environment.</p>	<p>ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4)</p>
<p>4. produce accurate financial and billing records for the medical environment within a specified time frame by compiling information and using appropriate software.</p>	<p>4. produce accurate financial and billing records for the medical environment within a specified time frame by compiling information and using appropriate software.</p>	<p>ACCT-1034 – Accounting Fundamentals (1) MATH-1143 – Fundamental Mathematics for Business (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) COMP-1100 – Spreadsheet Design and Production (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3)</p> <p>Medical Office Procedures 2 (4)</p>

<p>5. produce accurate medical correspondence and reports by a specified deadline using available computer technology as well as by applying recording, editing, and language skills.</p>	<p>5. produce accurate medical correspondence and reports by a specified deadline using available computer technology as well as by applying recording, editing, and language skills.</p>	<p>ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1)</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>Medical Office Procedures 1 (3) Medical Billing (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3) COMP-3037 – Database Management and Analysis (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4)</p>
<p>6. use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.</p>	<p>6. use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.</p>	<p>ADMN-1010 – Administrative Documentation 1 (1) INFO-1122 – Business Language Fundamentals (1) MGMT3041- Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-3019 – Principles of Dynamic Presentations (2)</p> <p>Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4) Work Experience/Placement (4) ADMN- 3002 - Mandatory General Education (4)</p>

<p>7. troubleshoot and show initiative in the creation and production of accurate, organized medical documents within a specified time frame.</p>	<p>7. troubleshoot and show initiative in the creation and production of accurate, organized medical documents within a specified time frame.</p>	<p>ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4)</p>
<p>8. provide technical support and training related to computer software to others in the medical environment as required.</p>	<p>8. provide technical support and training related to computer software to others in the medical environment as required.</p>	<p>COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-3019 – Principles of Dynamic Presentations (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Transcription 2 (4)</p>

<p>9. use the Internet and its tools in a medical environment to enhance communication and business opportunities.</p>	<p>9. use the Internet and its tools in a medical environment to enhance communication and business opportunities.</p>	<p>COMP-1333 – Internet Research and Managing Outlook (1)</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-3019 – Principles of Dynamic Presentations (2)</p> <p>Medical Office Procedures 1 (3) Medical Billing (3)</p> <p>Medical Office Procedures 2 (4) COMP-3037 – Database Management and Analysis (3)</p>
<p>10. demonstrate administrative skills to enhance the effective operation of the workplace.</p> <p><i>Note:</i> The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.</p>	<p>10. demonstrate administrative skills to enhance the effective operation of the workplace.</p> <p><i>Note:</i> The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.</p>	<p>ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1) MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4) Work Experience/Placement (4)</p>

**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE**

APPENDIX A - PROGRAM MAPS

Form 2 - Essential Employability Skills Outcomes

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
COMMUNICATION	<ul style="list-style-type: none"> • Reading • Writing • Speaking • Listening 	<ul style="list-style-type: none"> ➤ communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience 	Please see table below which follows the current generic skills on record for the Office – Administration Program Standard.
	<ul style="list-style-type: none"> • Presenting • Visual Literacy 	<ul style="list-style-type: none"> ➤ respond to written, spoken, or visual messages in a manner that ensures effective communication 	
NUMERACY	<ul style="list-style-type: none"> • Understanding and applying mathematical concepts and reasoning • Analysing and using numerical data • Conceptualizing 	<ul style="list-style-type: none"> ➤ execute mathematical operations accurately 	
CRITICAL THINKING & PROBLEM	<ul style="list-style-type: none"> • Analysing • Synthesizing • Evaluating 	<ul style="list-style-type: none"> ➤ apply a systematic approach to solve problems 	

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
SOLVING	<ul style="list-style-type: none"> • Decision-making • Creative and innovative thinking 		

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
INFORMATION MANAGEMENT	<ul style="list-style-type: none"> • Gathering and managing information • Selecting and using appropriate tools and technology for a task or a project 	<ul style="list-style-type: none"> ➤ locate, select, organize, and document information using appropriate technology and information systems 	
		<ul style="list-style-type: none"> • Computer literacy • Internet skills 	<ul style="list-style-type: none"> ➤ analyse, evaluate, and apply relevant information from a variety of sources
INTER-PERSONAL	<ul style="list-style-type: none"> • Team work • Relationship management 	<ul style="list-style-type: none"> ➤ show respect for the diverse opinions, values, belief systems, and contributions of others 	
		<ul style="list-style-type: none"> • Conflict resolution • Leadership • Networking 	<ul style="list-style-type: none"> ➤ interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals
PERSONAL	<ul style="list-style-type: none"> • Managing self • Managing change and being flexible and adaptable 	<ul style="list-style-type: none"> ➤ manage the use of time and other resources to complete projects 	
		<ul style="list-style-type: none"> • Engaging in reflective practices • Demonstrating personal 	<ul style="list-style-type: none"> ➤ take responsibility for one's own actions, decisions, and consequences

	responsibility		
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<p>III. Generic Skills Standard</p> <p>All graduates of Office Administration - Medical programs must have achieved the thirteen generic skills learning outcomes listed on the following pages, in addition to achieving the vocational learning outcomes and meeting the general education requirement.¹</p>	<p>III. Generic Skills Standard</p> <p>All graduates of Office Administration - Medical programs must have achieved the thirteen generic skills learning outcomes listed on the following pages, in addition to achieving the vocational learning outcomes and meeting the general education requirement.¹</p>	
<p>Synopsis of the Generic Skills Learning Outcomes Office Administration - Medical Programs</p> <p><i>The graduate has reliably demonstrated the ability to</i></p> <ol style="list-style-type: none"> 1. communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of audiences. 	<p>Synopsis of the Generic Skills Learning Outcomes Office Administration - Medical Programs</p> <p><i>The graduate has reliably demonstrated the ability to</i></p> <ol style="list-style-type: none"> 1. communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of audiences. 	<p>Every course, but specifically</p> <p>ADMN-1010 – Administrative Documentation 1 (1) INFO-1122 – Business Language Fundamentals (1) MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>Medical Office Procedures 1 (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4) Work Experience/Placement (4)</p>

<p>2. reframe information, ideas, and concepts using the narrative, visual, numerical, and symbolic representations which demonstrate understanding.</p> <p>3. apply a wide variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions.</p> <p>4. use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks.</p>	<p>2. reframe information, ideas, and concepts using the narrative, visual, numerical, and symbolic representations which demonstrate understanding.</p> <p>3. apply a wide variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions.</p> <p>4. use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks.</p>	<p>ACCT-1034 – Accounting Fundamentals (1) MATH-1143 – Fundamental Mathematics for Business (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) Medical Office Procedures 1 (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4) Medical Billing (4)</p> <p>ACCT-1034 – Accounting Fundamentals (1) MATH-1143 – Fundamental Mathematics for Business (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-3019 – Principles of Dynamic Presentations (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Billing (4)</p> <p>ACCT-1034 – Accounting Fundamentals (1) ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1)</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p>
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<p>5. interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.</p> <p>6. evaluate her or his own thinking throughout the steps and processes used in problem solving and decision making.</p>	<p>5. interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.</p> <p>6. evaluate her or his own thinking throughout the steps and processes used in problem solving and decision making.</p>	<p>COMP-1112 – Advanced Spreadsheet Applications (3) COMP-3037 – Database Management and Analysis (3) Medical Office Procedures 1 (3) Medical Billing (3) Medical Terminology & Anatomy 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Terminology & Anatomy 2 (4) Medical Transcription 2 (4)</p> <p>MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ACCT-3039 – QuickBooks Applications (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4)</p> <p>Work Experience/Placement (4)</p> <p>ACCT-1034 – Accounting Fundamentals (1) MATH-1143 – Fundamental Mathematics for Business (1) MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ACCT-3039 – QuickBooks Applications (2) ADMN-1011 – Administrative Procedures & Strategies (2) COMP-1100 – Spreadsheet Design and Production (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4) Work Experience/Placement (4)</p>
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<p>7. collect, analyze, and organize relevant and necessary information from a variety of sources.</p> <p>8. evaluate the validity of arguments based on qualitative and quantitative information in order to accept or challenge the findings of others.</p> <p>9. create innovative strategies and/or products that meet identified needs.</p>	<p>7. collect, analyze, and organize relevant and necessary information from a variety of sources.</p> <p>8. evaluate the validity of arguments based on qualitative and quantitative information in order to accept or challenge the findings of others.</p> <p>9. create innovative strategies and/or products that meet identified needs.</p>	<p>ADMN-1010 – Administrative Documentation 1 (1) COMP-1333 – Internet Research and Managing Outlook (1) INFO-1122 – Business Language Fundamentals (1) MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1003 – Administrative Documentation 2 (2) ADMN-1011 – Administrative Procedures & Strategies (2)</p> <p>INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>Medical Office Procedures 1 (3) Medical Transcription 1 (3)</p> <p>Medical Office Procedures 2 (4) Medical Transcription 2 (4)</p> <p>MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1011 – Administrative Procedures & Strategies (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4) Work Experience/Placement (4)</p> <p>COMP-1333 – Internet Research and Managing Outlook (1) MGMT3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>ADMN-1011 – Administrative Procedures & Strategies (2) COMP-3019 – Principles of Dynamic Presentations (2) INFO-1023 – Applied Business Language Fundamentals (2)</p> <p>COMP-1112 – Advanced Spreadsheet Applications (3) Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4) Work Experience/Placement (4)</p>
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<p>10. manage the use of time and other resources to attain personal and/or project-related goals.</p> <p>11. take responsibility for her or his own actions and decisions.</p> <p>12. adapt to new situations and demands by applying and/or updating her or his knowledge and skills.</p> <p>13. represent her or his skills, knowledge, and experience realistically for personal and employment purposes.</p>	<p>10. manage the use of time and other resources to attain personal and/or project-related goals.</p> <p>11. take responsibility for her or his own actions and decisions.</p> <p>12. adapt to new situations and demands by applying and/or updating her or his knowledge and skills.</p> <p>13. represent her or his skills, knowledge, and experience realistically for personal and employment purposes.</p>	<p>All courses</p> <p>All courses</p> <p>All course</p> <p>MGMT-3041 – Organizational Behaviour (1) = Mandatory General Education</p> <p>Medical Office Procedures 1 (3)</p> <p>Medical Office Procedures 2 (4)</p> <p>Work Experience/Placement (4)</p>
<p>IV. General Education Standard</p> <p>All graduates of Office Administration - Medical Programs must have met the general education requirement described on the following pages, in addition to achieving the vocational and generic skills learning outcomes.</p>	<p>IV. General Education Standard</p> <p>All graduates of Office Administration - Medical Programs must have met the general education requirement described on the following pages, in addition to achieving the vocational and generic skills learning outcomes.</p>	<p>Students in the Office Administration – Medical Program will be required to take three approved General Education courses during the two year program.</p>

ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE

APPENDIX B - PROGRAM DESCRIPTION

PROGRAM DESCRIPTION: (including occupational areas where it is anticipated graduates will find employment)

This two-year professional program is designed to provide students with an extensive practical understanding and knowledge to perform administrative support in a wide variety of medical environments. The focus will be on medical terminology and transcription, medical billing, patient management, medical ethics and research. The emphasis is on interpersonal, communication, organizational, technical, and problem-solving skills applied to enhance the effective operation of the medical environment.

Expert training in medically-related software applications will be combined with analytical and multitasking strategies to facilitate scheduling, decision making, coordination and task completion. Utilizing these skills, students will be capable of overseeing a variety of medical office environments. Organizing meetings, conferences and travel arrangements, managing a personal computer, and researching, developing, and presenting accurate medical documentation, correspondence and reports will also be a focus.

Graduates will have the immediate skill set necessary to find employment as medical secretaries, medical team assistants, administrative assistants, office assistants, medical records clerks, medical office coordinators, clerks and receptionists and similar administrative support positions. Subsequently, with the right experience base, graduates can expect to find opportunities in senior administrative support and office management roles. Typical employers include hospitals, medical laboratories, research facilities, residential care facilities, non-institutional health services, community clinics, insurance companies, educational and government institutions, healthcare providers and offices of physicians, surgeons, dentists, optometrists, chiropractors and other health practitioners.

VOCATIONAL PROGRAM LEARNING OUTCOMES: (vocational program learning outcomes must be consistent with the requirements of the Credentials Framework for the proposed credential)

The graduate has reliably demonstrated the ability to:

1. apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the medical environment
2. establish and maintain data management systems to organize electronic and paper records for the medical environment

3. coordinate the organizing, processing, and responding to electronic and paper communications to facilitate the flow of information in the medical environment
4. produce accurate financial and billing records for the medical environment within a specified time frame by compiling information and using appropriate software
5. produce accurate medical correspondence and reports by a specified deadline using available computer technology as well as by applying recording, editing, and language skills
6. use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization
7. troubleshoot and show initiative in the creation and production of accurate, organized medical documents within a specified time frame
8. provide technical support and training related to computer software to others in the medical environment as required
9. use the Internet and its tools in a medical environment to enhance communication and business opportunities
10. demonstrate administrative skills to enhance the effective operation of the workplace

Note: The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.

ADMISSION REQUIREMENTS:

Grade 12 or equivalent: Grade 12 Math (C) or (U), Grade 12 English (C) or (U)

ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY

CREDENTIALS VALIDATION SERVICE

APPENDIX C - PROGRAM CURRICULUM

Semester	Course Code*	Course Title (and brief course description)
1	ACCT-1034	ACCOUNTING FUNDAMENTALS This course is the first semester of a two-semester course for the office administration students. Topics covered include all aspects of the accounting cycle for a service business: recording transactions, preparing the work sheet, adjusting accounts, closing accounts, and writing financial statements. Generally accepted accounting principles are emphasized. Merchandising accounts using special journals will also be studied.
1	MATH-1143	FUNDAMENTAL MATHEMATICS FOR BUSINESS This course provides the basic mathematical concepts which prepare students for success in their future course work such as computer applications and accounting. Topics are presented in the context of real world applications which students will encounter in the workplace.
1	COMP-1333	INTERNET RESEARCH AND MANAGING OUTLOOK This course begins with an introduction to the Windows operating system and demonstrates how to use various file management utilities. Students will understand how the Internet works and examine its resources. Internet Explorer browser software is reviewed in order to navigate the World Wide Web. Strategies and procedures to effectively research the World Wide Web are taught. Outlook's Inbox is used to send, receive, and manage e-mail messages and folders.
1	ADMN-1010	ADMINISTRATIVE DOCUMENTATION 1 Efficient word processing concepts to the core level will be applied to the production of business documents including memos, letters, short reports, tables, and newsletters. This course will also build text and data input speed and accuracy required to meet multiple deadlines encountered in subsequent courses, as well as in today's business environment.
1	INFO-1122	BUSINESS LANGUAGE FUNDAMENTALS This course reviews and reinforces correct use of parts of speech, grammar, spelling, word use, punctuation, capitalization, use of numbers, abbreviations, editing and proofreading--the essential tools to enable students to produce professional business documents. The efficient use of business reference materials, as aids to improving comprehension, writing, and editing skills, will be emphasized.
1	MGMT3041	ORGANIZATIONAL BEHAVIOUR Whether working in private/public sections, profit or not-for-profit institutions, OB theories apply to everyone. This course investigates how individuals, groups & structure affect behaviour within organizations. Discussions includes: history of OB, evolution of organizational structure, design and culture; work place productivity, employee skills & technology demands; conflict resolution; interpersonal skills; legislation as it relates to workplace discrimination & harassment; leadership; managing change and

		power/politics. GENERAL EDUCATION (MANDATORY)
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Semester	Course Code*	Course Title (and brief course description)
2	ACCT-3029	<p>QUICKBOOKS APPLICATIONS</p> <p>This is the continuation of the first-semester accounting course. Students will use QuickBooks accounting software to manage business revenue and expenses, process payroll, reconcile bank accounts, track inventory, and create useful reports. As well, students will continue to study accounting theory with emphasis on cash control, banking, and payroll.</p>
2	ADMN-1003	<p>ADMINISTRATIVE DOCUMENTATION 2</p> <p>Advanced word processing concepts will be applied to program-related documents and tasks, including rough-draft instructions and copy, composition, and problem solving. This course will also build text and data input speed and accuracy required to meet multiple deadlines encountered in subsequent courses, as well as in today's business environment.</p>
2	ADMN-1011	<p>ADMINISTRATIVE PROCEDURES & STRATEGIES</p> <p>This course emphasizes the interaction of people, equipment, and procedures in the business office. Students learn job functions that are common to most offices and methods in which specific skills are applied to accomplish these tasks. The ability to use these skills enable the student to adapt to the changing office environment and to solve business problems. Topics include customer service, telephone techniques, scheduling, mail processing, filing, business travel, meetings, computer concepts.</p>
2	COMP-1100	<p>SPREADSHEET DESIGN AND PRODUCTION</p> <p>Students are introduced to spreadsheets and spreadsheet terminology to the intermediate level. Managing sheets, formatting, charting, preparing formulae, sorting and filtering lists, and manipulating data, will be covered. Tables are produced using business mathematics and accounting concepts.</p>
2	INFO-1023	<p>APPLIED BUSINESS LANGUAGE FUNDAMENTALS</p> <p>This course continues the development of grammar, sentence structure, and composition skills. Machine transcription will be introduced as a means of reinforcing these skills. Students will analyze program-related problems and text, and plan appropriate responses. These responses will include summarizing or rewording information and ideas, editing existing text, and composing responses. Tasks will support information presented in word processing, procedures, ethics and human resources courses.</p>
3	COMP-3019	<p>PRINCIPLES OF DYNAMIC PRESENTATIONS</p> <p>Presentation of information in a concise and effective format is an important skill for office administrators. An emphasis on theory applied in experiential activities will develop strategies for building the effective presentations required in today's workplace. Presentation software will be utilized at an advanced level to present data as an on-screen slide show, incorporating animation and special effects, and for the appropriate use of handouts</p>

Semester	Course Code*	Course Title (and brief course description)
3		<p>MEDICAL OFFICE PROCEDURES I</p> <p>This course provides the student with an introduction to the development of practical understanding and knowledge required to perform administrative support in a wide variety of medical environments. This course emphasizes the interaction of people, technology, equipment and procedures in the medical environment. The work of a medical office administrative assistant is unique. It combines a high level of caring about people and attention to day-to-day details of running a practice, a private clinic or laboratory, a hospital department or a research facility. Emphasis will be placed on interpersonal, problem solving, critical thinking, and organizational skills. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.</p>
3		<p>MEDICAL TERMINOLOGY & ANATOMY I</p> <p>This course will introduce the student to medical terminology and anatomy to provide a framework of knowledge that will be integrated throughout all of the Office Administration – Medical courses. An introduction to anatomy will provide a basic understanding and working knowledge of the human body. The history and composition of medical language will be explored to help the student develop a knowledge base to be used in the completion of medical documentation, as well as interaction with co-workers, patients and health care providers. Professional ethics, privacy and confidentiality will be emphasized throughout the course.</p>
3		<p>MEDICAL TRANSCRIPTION I</p> <p>This course introduces the student to medical transcription and builds on the general transcription skills introduced in Applied Business Language Fundamentals (INFO1023). The student will apply the basic knowledge learned in Medical Terminology and Anatomy in the completion of various medical documents and records. Current medical transcription methods and technology will be utilized. The transcriptionist is a very important member of the patient-care team. As a transcriptionist, you are charged with the responsibility of assuring that the physician's words are recorded promptly and accurately. Advanced technology such as voice recognition systems, electronic patient records and electronic signatures directly affect the transcriptionist's role. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.</p>
3	COMP-1112	<p>ADVANCED SPREADSHEET APPLICATIONS</p> <p>Emphasis will be on the understanding, interpretation, and analysis of spreadsheets. Topics include building complex formulae, working with named ranges, exploring database functions, creating macros, and using advanced file techniques including linking, comments, and protecting information. Analysis tools include goal seek, pivot tables, scenarios and solver. Integrating spreadsheets with documents created using word processing will be practised.</p>
3	COMP-3037	<p>DATABASE MANAGEMENT AND ANALYSIS</p> <p>This course will develop the student's knowledge of database software. Emphasis will be on designing a table structure and forms, building basic and advanced queries, defining relationships, enforcing referential integrity, creating summary reports, performing calculations, and exporting, importing.</p>

Semester	Course Code*	Course Title (and brief course description)
3	COMP-3039	<p>DESKTOP PUBLISHING Students will produce letterhead, brochures, flyers, newsletters, and other business documents for the public eye. Design, planning, and layout themes are discussed to enable students to produce documents that present an appropriate corporate image. Basic Web page design principles and discussed and applied.</p>
3		<p>GENERAL EDUCATION Elective</p>
4		<p>MEDICAL OFFICE PROCEDURES II This course further develops the practical understanding and knowledge required to perform administrative support in a wide variety of medical environments introduced in Medical Office Procedures 1. The student will develop high level technical, interpersonal, problem solving, critical thinking and organizational skills required to work in today's busy medical office environments. Professional ethics, privacy and confidentiality will be emphasized throughout the course.</p>
4		<p>MEDICAL TERMINOLOGY & ANATOMY II This course will build on the framework of medical terminology and anatomy introduced in Medical Terminology & Anatomy 1. The student will further develop a higher level understanding of the human body and increased medical terminology as they relate to various disciplines in the medical field. Professional ethics, privacy and confidentiality will be emphasized throughout the course.</p>
4		<p>MEDICAL TRANSCRIPTION II This course builds on the transcription skills acquired in Medical Transcription 1. The student will complete increasingly complex documents and records associated with specialty disciplines in the medical field. The student will apply the advanced knowledge from Medical Terminology and Anatomy II in the completion of various medical documents and records. Current medical transcription methods and technology will be utilized. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.</p>
4		<p>MEDICAL BILLING This course will build on the concepts learned Accounting Fundamentals and Quick Books Applications. Students will learn both manual and medical billing software methods for managing financial records in various medical environments. This course will provide the student with an overview of patient billing and office accounting. The students will gain hands-on experience with one particular billing software application, as the skill set utilized for one specific software application is easily transferable to other billing software applications. Government legislation, third party billing and insurance protocol will be highlighted. Professional ethics, privacy and confidentiality will be emphasized throughout the course.</p>
4		<p>WORK PLACEMENT The first part of the course will be classroom-based preparing the student to apply for work placement in a medical office environment during the second half of the course. This course will provide the student with practical, hands-on experience, and the opportunity to apply the theories and concepts learned in the Office Administration – Medical Program classroom. Professional ethics, privacy and confidentiality will be emphasized throughout the course.</p>

Semester	Course Code*	Course Title (and brief course description)
4	ADMN-3002	<p>CANADIAN BUSINESS IN THE GLOBAL ECONOMY Current issues and trends affecting Canadian businesses domestically and internationally will be addressed. Topics include the following: introductory business law; types of organizations; significance of global economy; effects of sociology and politics on the conduct of international business; transportation (air, rail, containers); imports, exports, and customs; environmental issues; free trade; marketing processes; and creating a business plan.</p> <p>GENERAL EDUCATION (MANDATORY)</p>

Office Administration – Medical Program Course Grid – Fall 2007

Semester 1	Semester 2	Semester 3	Semester 4
ACCT-1034 ACCOUNTING FUNDAMENTALS 4.0 hours	ACCT-3029 QUICKBOOKS APPLICATIONS 4.0 hours	MEDICAL OFFICE PROCEDURES I 4.0 hours	MEDICAL OFFICE PROCEDURES II 4.0 hours
MATH-1143 FUNDAMENTAL MATHEMATICS FOR BUSINESS 3.0 hours	ADMN-1003 ADMINISTRATIVE DOCUMENTATION 2 4.0 hours	MEDICAL TERMINOLOGY & ANATOMY I 4.0 hours	MEDICAL TERMINOLOGY & ANATOMY II 4.0 hours
COMP-1333 INTERNET RESEARCH AND MANAGING OUTLOOK 3.0 hours	ADMN-1011 ADMINISTRATIVE PROCEDURES & STRATEGIES 3.0 hours	MEDICAL TRANSCRIPTION I 4.0 hours	MEDICAL TRANSCRIPTION II 4.0 hours
ADMN-1010 ADMINISTRATIVE DOCUMENTATION 1 4.0 hours	COMP-1100 SPREADSHEET DESIGN AND PRODUCTION 3.0 hours	COMP-1112 ADVANCED SPREADSHEET APPLICATIONS 3.0 hours	MEDICAL BILLING 4.0 hours
INFO-1122 BUSINESS LANGUAGE FUNDAMENTALS 4.0 hours	INFO-1023 APPLIED BUSINESS LANGUAGE FUNDAMENTALS 4.0 hours	COMP-3037 DATABASE MANAGEMENT AND ANALYSIS 4.0 hours	WORK PLACEMENT 4.0 hours
MGMT-3041 ORGANIZATIONAL BEHAVIOUR General Education (Mandatory) 3.0 hours	COMP-3019 PRINCIPLES OF DYNAMIC PRESENTATIONS 3.0 hours	General Education Elective 3.0 hours	ADMN-3002 CANADIAN BUSINESS IN THE GLOBAL ECONOMY General Education Mandatory 3.0 Hours
21.0 hours	21.0 hours	22.0 hours	23.0 hours

Wilkin, Deborah

From: Wilkin, Deborah
Sent: Tuesday, October 17, 2006 1:13 PM
To: Gamracy, Debbie; Klein, Nina
Subject: Office Administration - Medical
Attachments: EngIXXX for OAE_OAG_OAM_1.doc; EngIXXX for OAE_OAG_OAM_2.doc

Hello Deb and Nina:

I have forwarded the CVS application to Tim for the validation and will advise as soon as I here back from him. I'm also attaching two new courses being proposed by Whitney Hoth, Chair of General Studies, as replacements for the INFO 1122 and INFO 1023 courses.

Best regards,
Deb

Deb Wilkin, BA (Hons), MA
Curriculum Consultant, Curriculum Development Unit
Applied Research, Innovation and University Partnerships
K1024, phone (519) 452-4430, ext 4733
dwilkin@fanshawec.ca

10/17/2006

EnglXXX – Language Fundamentals (Level 1 – Office Admin.— OAE, OAG, and Off. Admin. Medical – new)

60 hours
5h.week

Course Description:

EnglXXX is designed to provide students with a sound understanding of grammar, punctuation, word use, spelling, vocabulary, use of numbers, abbreviations, capitalization, editing and proofreading – essential tools for students to produce appropriate and accurate documents in a business setting. Students will also use various materials and methodologies to improve their comprehension, writing, and editing skills.

Learning Outcomes:

1. edit and revise written communications to ensure they conform to acceptable business standards
2. use appropriate sentence structure and correct grammar for written documents
3. distinguish between similar sounding words to spell and use them correctly
4. proofread in teams and individually to ensure consistency, correctness, and accuracy
5. proofread statistical, financial, and other numerical information for accuracy
6. communicate verbally and in writing to an appropriate level for a professional workplace
7. use a reference manual and dictionary effectively and efficiently to ensure correct usage and style suitable to a business environment

Texts

Guffey, Essentials of Business Communication – pub. Nelson.

Vocabulary Text

Reference Manual

Dictionary

Detailed Content

Week	Content (3h. in class)	Vocabulary (1h. in class)	Lab Hour (1h. in computer lab with instructor)
1	Introduction		To match class content and provide experience using software
2	Parts of speech		
3	Using a Dictionary		
4	Grammar		
5	Sentence structure		
6	Punctuation		
7	Capitalization		
8	Number usage		
9	Abbreviations		
10	Word usage		

11	Editing		
12	Proofreading		
13	Using a manual		
14	Putting it all together – sentences, paragraphs		

EnglXXX (similar to Engl.1018 and Info. 1023) – English Fundamentals II

45 h.
3h/week

Course Description

Engl 1018 is designed to provide students with instruction and practice in writing, with emphasis on applied grammar and editing skills, vocabulary, and specific job search tasks. Students analyze problems and text and plan appropriate responses. These responses include summarizing or rewording information and ideas, editing existing text, and composing thoughtful and accurate responses.

Learning Outcomes:

1. apply knowledge of basic grammar and punctuation while planning, organizing and evaluating routine business wiring
2. use diction, tone, style, and level of language appropriate to the writing situation
3. describe the communication process in the global environment
4. write effective sentences and paragraphs
5. write and edit effective memos and letters by choosing direct or indirect patterns of development
6. produce an effective résumé and letter of application
7. produce a variety of routine business documents based on brief verbal directions
8. produce e-mails, memos, and letters suitable to a given scenario
9. cooperate in group situations to produce routine business documents
10. expand vocabulary.

Texts

Guffey, Essentials of Business Communication – pub. Nelson.
Vocabulary Text
Reference Manual
Dictionary

Detailed Content

Week	Content	Lab (linked with classroom content)
1	Introduction	
2	Communicating in the information age	
3	Communicating in the global environment	
4	Common danger points in writing	
5	Ethics, levels of language	
6	Channels of communication Memos, e-mails	
7	Writing requests -- e-mails, memos, letters	
8	Claim letters	

9	Organizing the process of writing Persuasive messages	
10	Developing clear, coherent paragraphs Communicating for employment	
11	Resumes/ cover letters	
12	Job interviews Oral communication	
13	Oral presentations	
14	Oral presentations	