

COURSE SYLLABUS



COURSE TITLE:	MOA 150– Medical Office & Clinical Procedures
CLASS SECTION:	001
TERM:	2022W
COURSE CREDITS:	3
DELIVERY METHOD(S):	Classroom – Face-to-Face

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here. Learn more about Camosun's [Territorial Acknowledgement](#).

For COVID-19 information please visit <https://legacy.camosun.ca/covid19/index.html>.

Camosun College requires mandatory attendance for the first-class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

INSTRUCTOR DETAILS

NAME:	Angela Kemna
EMAIL:	kemnaa@camosun.bc.ca
OFFICE:	Interurban Campus CBA 266
HOURS:	Tuesday & Thursday 1:30 p.m. – 2: 30 p.m.

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

This course will provide students with a working knowledge of the transcription of medical reports from oral dictation, using transcription technology, editing and proofreading skills, and word processing software.

PREREQUISITE(S):	C in English 12 C in English 12 Camosun Alternative
CO-REQUISITE(S):	None
EXCLUSION(S):	None

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course a student will be able to:

- Understand and demonstrate knowledge of typical administrative and clinical duties used in health care offices.
- Demonstrate an ability to communicate professionally and effectively, in a culturally safe way, with patients, co-workers and employers in the workplace.

- Perform typical daily tasks of an MOA including routine, simple medical tests such as vital signs and measurements.
- Demonstrate an understanding of standard safety procedures in a health care office.
- Demonstrate knowledge of all inter-related health care providers and systems.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

a) **Text:** Bonewit-West, K., & Hunt, S. A. (2021). *Today's medical assistant: Clinical & administrative procedures* (4th ed.). Saunders. ISBN 9780323581271

Available to purchase through the [Camosun College Bookstore](#)

b) Other

- Camera & Microphone
- Ear Buds or Speakers
- Flash Drive or Computer Storage Method
- Print Credits
- Business Casual Professional Dress and/of Scrubs

Strongly Recommended: Sign-up for [Office 365](#) (provided free from Camosun College)

a) **Other:** Ear Buds or headphones. Flash drive or Computer Storage Method. Print credits.

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

This face-to-face course is 4 days per week (Monday, Tuesday, Thursday, Friday), 1 hour 50 minutes per class, for 7 weeks.

Class hours: Four 1.5 hour classes per week, Monday, Tuesday, Thursday, and Friday.

Out of Class Requirements: The student will work independently and in groups/pairs to gain the skills needed to complete assignments required throughout the course.

This course requires in class participation, independent, self-directed studying, teamwork in pairs/groups, and application of Medical Office and Clinical skills.

You will be expected to participate and complete all assignments, reading, or tasks; to attend all meetings of the class; to develop class and study notes and the prepare for your assessment and examinations.

In addition to attendance on the D2L site, students are expected to access all online materials available on the course D2L site, complete all textbook readings, and ensure the sufficient time to ensure homework is completed and handed in one time on due dates to D2L.

There is No Reading Break for this 7-week course. Classes and assessments run through the Reading Break.

Please note this a tentative schedule, please check D2L NEWs bulletins for updated.

Schedule is subject to change at the discretion of the instructor.

Week & Date	Weekday	Content Topic	Activity	Assignment	Due Date
Week 1 Jan 10	Monday	Course Introduction	Course Preview Meet & Greet Review of D2L and Collaborate Soft Skills	Soft Skills 1 Assignment Chapter Reading	Soft Skills 1 Assignment Due in 2 weeks
Week 1 Jan 11	Tuesday	Professionalism Communication	Professionalism Start of Communication	Guest Speaker Chapter Reading	
Week 1 Jan 13	Thursday	Communication	Professional & Patient Communication. Angry Patients. Giving & Receiving Feedback	Reference Assignment Reception Quiz Chapter Reading	All assignments and quizzes due in 1 week
Week 1 Jan 14	Friday	Ethics & Confidentiality & Patient Confidentiality	Ethics in Health Care and Legal Issues	Ethical Critical thinking Assignment. Ethic quiz Chapter Readings	All assignments and quizzes due in 1 week
Week 2 Jan 17	Monday	Medical Asepsis	Theory & Practical Application Handwashing, Donning gloves, and masking	Medical Asepsis Quiz & Clinical Assignment Chapter Readings	Medical Asepsis Quiz is due in 1 week. Medical Asepsis Peer Assessment & Video Due 2 Weeks
Week 2 Jan 18	Tuesday	Medical Asepsis	COVID Policies & Protocols	COVID Group Project Chapter Readings	COVID Group Project PowerPoint & Script due Feb 1/22 Presentations start in Last week of Classes
Week 2 Jan 20	Thursday	Office Equipment & Mail Handling	Review Office Equipment Procedures & Skills Mail Handling	Mail Handling Assignment Chapter Readings	Mail Handling Assignment Pair Assignment DUE 1 week
Week 2 Jan 21	Friday	Appointment Skills Theory	Standard Booking Techniques Paper vs EMR Booking	Appointment Quiz Chapter Readings	Appointment Quiz Due in 1 week
Week 3 Jan 24	Monday	Appointment Skills Practical Applications	Booking Techniques	Appointment Booking Assignment	Due in 1 week

Week 3 Jan 25	Tuesday	Telephone Skills Theory	Telephone Etiquette Outgoing Messages	Outgoing Message Assignment Telephone Quiz Chapter Readings	Outgoing Message Assignment Telephone Quiz Both due in 1 week
Week 3 Jan 27	Thursday	Telephone Skills Practical Applications	Practical Applied Message Taking & Booking	Message Taking and Booking Assignment	Both due in 1 week
Week 3 Jan 28	Friday	Medical Records Management & Filing Theory	Paper Chart Filing, Storage & Disposition Alpha, Numeric Filing	Speed Filing Pop Quizzes (Total of 6 – 1 per day) Chapter Readings	Speed Filing Pop Quiz – Due today in class
Week 4 Jan 31	Monday	Medical Records Management & Filing Practical Applications	Review Alphabetical Unit/Indexing Skills Cross referencing	Speed Filing Pop Quiz Indexing Assignment Alphabetical Assignment	Speed Filing Pop Quiz – Due today in class Indexing Assignment & Alphabetical Assignments both due in 1 week
Week 4 Feb 1	Tuesday	Charting Theory	Maintaining Paper & EMR Charts (Progress Notes, referrals, etc.)	Speed Filing Pop Quiz Charting Project Charting Quiz Chapter Readings	Speed Filing Pop Quiz – Due today in class Charting Quiz Due 1 week COVID Group Project PowerPoint & Script due Feb 1/22
Week 4 Feb 3	Thursday	Charting Practical Application	Maintaining Paper & EMR Charts (Progress Notes, referrals, etc.) Chart Project	Speed Filing Pop Quiz Creating a chart Maintaining records with duties & tasks to perform	Speed Filing Pop Quiz – Due today in class Charting Project - Creating a chart Maintaining records with duties & tasks to perform Project due Feb 22/22
Week 4 Feb 4	Friday	Clinical & Hospital Records	Guest Speaker regarding Clinics Records & Hospital Records	Speed Filing Pop Quiz	
Week 5 Feb 7	Monday	Referrals & Forms Theory	Basics of Referrals & Forms	Speed Filing Pop Quiz Referral Quiz	Speed Filing Pop Quiz – Due today in class Referral Quiz

					Due In 1 week
Week 5 Feb 8	Tuesday	Referrals & Forms Practical Application	Filling Referrals & Forms	Referral and Form Assignment	Speed Filing Pop Quiz – Due today in class Referral & Form Assignment due in 1 week
Week 5 Feb 10	Thursday	Assisting in Medical Examinations	Review of Minor Surgery, Maintaining Exam room, Handling Specimens, Fecal Occult Testing, Immunizations, Ordering Supplies & Supply Inventory	Group Immunization Project Assignment Fecal Occult Quiz Chapter Readings	Fecal Occult Quiz – Due in 1 week Group Immunization Project Assignment- due Feb 24/22
Week 5 Feb 11	Friday	Physical Examination	Height & Weight, Assisting with Pediatric Head & Chest circumference & Length; Prenatal Exam; Self Breast Exam; Gynecological Exam; Blood Glucose Testing	Peer Height & Weight Competency Physical Exam Quiz Chapter Readings	Peer Height & Weight Competency Physical Exam Quiz Both due in 1 week
Week 6 Feb 14	Monday	Sterilization & Disinfection	Sanitizing disinfection & Sterilization. Safe handling of wastes	Sterilization Quiz Chapter Readings	Sterilization Quiz – due in 1 week
Week 6 Feb 15	Tuesday	Sterilization & Disinfection	Wrapping Equipment Autoclave	Peer Wrapping instruments Competency Peer Autoclave Competency	Peer Wrapping instruments Competency Peer Autoclave Competency All Due in 1 week
Week 6 Feb 17	Thursday	Vital Signs	Review Temperature; Pulse; Respirations; & Blood Pressure	Vital Sign Quiz Peer Competency Temp; Pulse & Respiration Chapter Readings	Vital Sign Quiz Peer Competencies Temperature & Pulse and Respirations Both Due 1 week
Week 6 Feb 18	Friday	Visual Acuity & Urinalysis	Review Visual Acuity (Adults & Children) Urinalysis (Pregnancy testing &	Visual Acuity & Urinalysis Quiz Chapter Readings	Visual Acuity & Urinalysis Quiz due 1 week

			Clean-Catch Midstream Specimen Collections)		Charting Project Due today
Week 7 Feb 21	Monday	Stat	No Class	No Class	
Feb 22	Tuesday	COVID Presentations	COVID Presentations Clinical Competencies Assessments	COVID Presentations Clinical Competencies Assessments	Group Project Immunization Project Due today Group 1-3 COVID Presentations Clinical Competencies
Week 7 Feb 24	Thursday	COVID Presentations	COVID Presentations Clinical Competencies Assessments	COVID Presentations Clinical Competencies Assessments	Group 4-7 COVID Presentations Clinical Competencies
Week 7 Feb 25	Friday	Clinical Competencies Assessments	Clinical Competencies Assessments Wrap Up	Clinical Competencies Assessments Prepare for Next Course	Clinical Competencies

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines scan be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Chart Project	15 %
Class Assignments	20 %
Office Procedures & Clinical Procedures Theory Quizzes	20%
Peer & Clinical Competencies	20%
Group Project	15 %
Participation & Professionalism	10 %

DESCRIPTION	WEIGHTING
<p>If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the Grade Review and Appeals policy for more information.</p>	TOTAL
<p>http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf</p>	100%

COURSE GUIDELINES & EXPECTATIONS

Access the D2L site daily/weekly for new information from Instructor. Review course information and resource on D2L. Read all NEWS for daily/weekly updates from your instructor to keep up to date with Instructor guidance and announcements.

You are responsible to completing all assignments on time, on the due dates. There are no rewrites for missed assignments, as per the guidelines listed below.

This course requires in class participation, independent, self-directed studying, and application of all office and clinical skills. In addition to attendance, students are expected to access online materials available on the course D2L site and ensure that sufficient homework is to complete all assignments, assessments, and tasks.

Out of Class Requirements: The student will work independently to gain the skills needed and complete assignments required throughout the course.

There is no Reading Break for this 7-week class, all classes will resume as per the schedule for the full 7 weeks.

SCHOOL OR DEPARTMENTAL INFORMATION

[Applied Business Technology \(ABT\) Department](#)

[School of Business](#)

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	http://camosun.ca/advising

Support Service	Website
Accessible Learning	http://camosun.ca/accessible-learning
Counselling	http://camosun.ca/counselling
Career Services	http://camosun.ca/coop
Financial Aid and Awards	http://camosun.ca/financialaid
Help Centres (Math/English/Science)	http://camosun.ca/help-centres
Indigenous Student Support	http://camosun.ca/indigenous
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures" (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-3703841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.