

COURSE SYLLABUS



COURSE TITLE: MOA 150 – Medical Office Procedures
CLASS SECTION: 001
TERM: 2024W
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](#).

INSTRUCTOR DETAILS

NAME: Angela Kemna
EMAIL: kemnaa@camosun.ca
OFFICE: CBA 231B
HOURS: Office Hours Tuesdays & Thursdays 130-220pm

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)

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. Classes will be held during the Reading Break. Please do not make travelling arrangements or holidays during this time. This is due to the course being a 7-week course which needs to include 14 weeks. Reading break constitutes as 2 weeks of classes, thus full attendance is necessary for successful completion.

Please note this a tentative schedule, please check D2L NEWS bulletins for updated. **Schedule is subject to change at the discretion of the instructor.**

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

| Week & Date | Weekday | Content Topic | Activity | Assignment | Due Date |
|-----------------|---------|-------------------------------|--|---|---|
| Week 1 Jan 8 | Monday | Course Introduction | Course Preview Meet & Greet Review of D2L and Collaborate Soft Skills | Soft Skills 1 Assignment Chapter Reading | Professionalism Rubric & Soft Skills 1 Assignment; D2L Quiz Due in 1 week |
| Week 1 Jan 9 | Tuesday | Professionalism Communication | Professionalism Start of Communication | Guest Speaker Education that Works Chapter Reading | Guest – Professionalism & Professional Dress Professional Dress Day every Friday Class will start next Friday |

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| Week 1 Jan 11 | Thursday | Communication | Professional & Patient Communication. Angry Patients. Giving & Receiving Feedback | Reference Assignment Reception Quiz Chapter Reading | All assignments and quizzes due in 1 week Unless Pair or Group Projects Instructor will give time frame. |
| Week 1 Jan 12 | Friday | Ethics & Confidentiality & Patient Confidentiality | Ethics in Health Care and Legal Issues | Ethical Critical thinking Assignment. Ethic quiz Chapter Readings Guest Speaker - Confidentiality | All assignments and quizzes due in 1 week |
| Week 2 Jan 15 | 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 16 | Tuesday | Medical Asepsis | COVID Policies & Protocols | COVID Group Project Chapter Readings | COVID Group Project PowerPoint & Script due 2 weeks Presentations start in Last week of Classes |
| Week 2 Jan 18 | Thursday | Office Equipment & Mail Handling | Review Office Equipment Procedures & Skills Mail Handling | Mail Handling Assignment Chapter Readings | Work on outstanding Assignments |
| Week 2 Jan 19 | Friday | Appointment Skills Theory | Standard Booking Techniques Paper vs EMR Booking | Appointment Quiz Chapter Readings | Appointment Quiz Due in 1 week |
| Week 3 Jan 22 | Monday | Appointment Skills Practical Applications | Booking Techniques | Appointment Booking Assignment | Due in 1 week |
| Week 3 Jan 23 | 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 |

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| Week 3 Jan 25 | Thursday | Telephone Skills Practical Applications | Practical Applied Message Taking & Booking | Message Taking and Booking Assignment | Both due in 1 week |
| Week 3 Jan 26 | 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 1 – Due today |
| Week 4 Jan 29 | 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 2 – Due today Find & File 1 & 2 Due 2 weeks |
| Week 4 Jan 30 | 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 3– Due today Charting Quiz Due 1 week COVID Group Project PowerPoint & Script due Feb 12/24 Presentations Feb 20-23/24 |
| Week 4 Feb 1 | 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 4 – Due today Charting Project - Creating a chart Maintaining records with duties & tasks to perform Project due Feb 16/24 |
| Week 4 Feb 2 | Friday | Clinical & Hospital Overview | Guest Speaker regarding Clinics & Hospital Overview | Speed Filing Pop Quiz | Guest speaker Tanis Wynn - SIDFP |
| Week 5 Feb 5 | Monday | Referrals & Forms Theory | Basics of Referrals & Forms | Speed Filing Pop Quiz Referral Quiz Charting Case Study 1 | Speed Filing Pop Quiz 5 – Due today Referral Quiz Due In 1 week |
| Week 5 Feb 6 | Tuesday | Referrals & Forms Practical Application | Filling Referrals & Forms | Referral and Form Assignment Charting Case Study 2 | Speed Filing Pop Quiz 6 – Due today Referral & Form Assignment due in 1 week |

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| Week 5 Feb 8 | 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 Charting Case Study 3 Chapter Readings | Fecal Occult Quiz – Due in 1 week Group Immunization Project Assignment- due Feb 22/24 |
| Week 5 Feb 9 | 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 12 | Monday | Sterilization & Disinfection | Sanitizing disinfection & Sterilization. Safe handling of wastes | Sterilization Quiz Charting Case Study 4 Chapter Readings | Sterilization Quiz – due in 1 week |
| Week 6 Feb 13 | 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 15 | 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 16 | Friday | Visual Acuity & Urinalysis | Review Visual Acuity (Adults & Children) Urinalysis (Pregnancy testing & Clean-Catch Midstream Specimen Collections) | Visual Acuity & Urinalysis Quiz Chapter Readings | Visual Acuity & Urinalysis Quiz due 1 week Charting Project Due today before 820 am in the filing cabinet |

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| Week 7 Feb 19 | Monday | Stat | | | |
| Feb 20 | Tuesday | COVID Presentations | COVID Presentations Clinical Competencies Assessments | COVID Presentations Clinical Competencies Assessments | Group Project Immunization Project Due today Group 1-2 COVID Presentations Clinical Competencies |
| Week 7 Feb 22 | Thursday | COVID Presentations | COVID Presentations Clinical Competencies Assessments | COVID Presentations Clinical Competencies Assessments | Group 3-5 COVID Presentations Clinical Competencies |
| Week 7 Feb 23 | 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 notice is required. Deadlines can be reviewed on the [CAL exams page](https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams). <https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

EVALUATION OF LEARNING

| DESCRIPTION | WEIGHTING |
|--|--------------|
| Chart Project | 10% |
| Class Assignments | 20% |
| Office Procedures & clinical Procedures Theory Quizzes | 20% |
| Peer & Clinical Competencies | 25% |
| Group Projects | 15% |
| Participation & Professionalism | 10% |
| | TOTAL |
| | 100% |

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](https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf) policy for more information.
<https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

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.

You will need to 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.

Mandatory Attendance for First Class Meeting of Each Course:

This section of MOA 153-001 requires mandatory attendance for the first class meeting of the 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 for Students](#)" [Registration Policies for Students | Camosun College](#)

This course requires in class participation, independent, self-directed studying, teamwork in pairs/groups, and application of Medical Office procedures. Attendance is a part of your grade. Due to the higher portion of pair and group work, your absences will be a hardship to your pair partner or teammates in your group. Please consider attending each day to respect and not way a heavy burden on these teammates. Notification for all absences must be emailed to the instructor prior to the class (kemnaa@camosun.ca), this is to start preparing your work ethic in the medical clinical offices, which have high expectations towards attendance. This course is to prepare you for the fast-paced workload, duties, tasks and skills required in the MOA profession and clinical health work.

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. Students will be working on building up their critical thinking skills, time management skills, prioritizing and organizational skills. The students will be working on interpersonal skills with a teamwork atmosphere, which is crucial in the MOA workplace.

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

You are responsible to completing all assignments on time, on the due dates.

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.

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 camosun.ca/services.

| Support Service | Website |
|-------------------------------------|---|
| Academic Advising | camosun.ca/services/academic-supports/academic-advising |
| Accessible Learning | camosun.ca/services/academic-supports/accessible-learning |
| Counselling | camosun.ca/services/health-and-wellness/counselling-centre |
| Career Services | camosun.ca/services/co-operative-education-and-career-services |
| Financial Aid and Awards | camosun.ca/registration-records/financial-aid-awards |
| Help Centres (Math/English/Science) | camosun.ca/services/academic-supports/help-centres |
| Indigenous Student Support | camosun.ca/programs-courses/iecc/indigenous-student-services |
| International Student Support | camosun.ca/international |
| Learning Skills | camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills |
| Library | camosun.ca/services/library |
| Office of Student Support | camosun.ca/services/office-student-support |
| Ombudsperson | camosun.ca/services/ombudsperson |
| Registration | camosun.ca/registration-records/registration |
| Technology Support | camosun.ca/services/its |
| Writing Centre | camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills |

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 Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

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:

<https://camosun.ca/services/academic-supports/accessible-learning>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/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 <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit

<https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

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 <https://camosun.ca/sites/default/files/2021-07/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: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

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 <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

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.