

COURSE SYLLABUS



COURSE TITLE: MOA 150 – Medical Office and Clinical Procedures
CLASS SECTION: 001
TERM: 2025W
COURSE CREDITS: 3
DELIVERY METHOD(S): Classroom – Face-to-Face

Camosun College respectfully acknowledges that our campuses are situated on the territories of the Ləkʷəŋən (Songhees and Kosapsum) and WSÁNEĆ peoples. We honour their knowledge and welcome to all students who seek education here.

INSTRUCTOR DETAILS

NAME: Angela Kemna
EMAIL: kemnaa@camosun.ca
OFFICE: CBA 231B
HOURS: Office Hours Monday & Wednesday 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 focus on supporting the interactions between client and healthcare provider, students will use appropriate medical terminology to examine topics such as confidentiality, professionalism, medical information management, and emergency procedures. Students will learn the skills and knowledge required to perform typical administrative duties as well as some basic clinical procedures, as typically required in the workplace.

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:

- Apply knowledge of typical administrative skills including scheduling, information management, and confidential record-keeping as required in health care offices.
- Use inclusive and respectful communication skills and strategies to interact professionally and collaboratively with diverse individuals and teams.

- Perform typical daily tasks of an MOA including routine clinical procedures that effectively support the client and the healthcare clinic with the provision of services.
- Recognize and respond to emergency situations in a medical office setting by following the appropriate protocols and guidelines.

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

- Ear Buds or Speakers
- Flash Drive or Computer Storage Method (oneDrive)
- Print Credits
- Business Casual Professional Dress and/of Scrubs
- Laptops if student has one, can be brought to class (not required)
- Sign-up for [Office 365](#) (provided free from Camosun College). Download and [ITS OPT IN - Sign up](#) for software and access to Camosun OneDrive.

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 2 days per week (Monday, Wednesday), 1 hour 50 minutes per class, for 7 weeks. Classes will not be held during the Reading Break, but reading and assignments will be required to complete in this week. Please note this class has attendance every class for the purposes of resembling and MOA office environments. Student is responsible to attend each class and to support their pair and group partners in multiple projects and assignments.

Mandatory Attendance for First Class Meeting of Each Course This section of MOA 150-001 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](#).

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

Week & Date	Weekday	Content Topic	Activity	Assignment	Due Date
Week 1	Jan 6	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 8	Professionalism Communication	Professionalism Start of Communication	Guest Speaker Education that Works – Karena Daschel Chapter Reading	Guest – Professionalism & Professional Dress Professional Dress Day every Friday Class will start next Friday
Week 2	Jan 13	Communication	Professional & Patient Communication. Angry Patients. Giving & Receiving Feedback	Reference Assignment Reception Quiz Chapter Reading	All assignments and quizzes are due in 1 week FYI - Unless Specific Assignment with longer than 1 week and Group Projects Instructor will give time frame.
Week 2	Jan 15	Ethics & Confidentiality & Patient Confidentiality	Ethics in Health Care and Legal Issues	Ethical Critical thinking Assignment. Ethic quiz Chapter Readings	Ethical Assignment Due 1 week Ethic quiz due 1wk
Week 3	Jan 20	Medical Asepsis	Theory & Practical Application Handwashing, Donning gloves, and masking COVID Project ppt and script, and Presentations Assignment	Medical Asepsis Quiz & Clinical Assignment COVID Project ppt and script, and Presentations Assignment Chapter Readings	Medical Asepsis Quiz is due in 1 week. Medical Asepsis Peer Assessment & Video Due 2 Weeks COVID Project ppt and script due Mar 5 COVID Presentations due on April 7
Week 3	Jan 22	Medical Asepsis	Policies & Protocols Review Practice Applications Medical Asepsis	Practical Applications Assignment Chapter Readings	
Week 4	Jan 27	Office Equipment & Mail Handling	Review Office Equipment Procedures & Skills Mail Handling	Mail Handling Assignment Chapter Readings	Mail Assignment due 1 week Work on

					outstanding Assignments
Week 4	Jan 29	Appointment Skills Theory	Standard Booking Techniques Paper vs EMR Booking	Appointment Quiz Chapter Readings	Appointment Quiz Due in 1 week
Week 5	Feb 3	Appointment Skills	Booking Techniques Practical Applications	Appointment Booking Assignment	Due in 1 week
Week 5	Feb 5	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 6	Feb 10	Telephone Skills Practical Applications	Practical Applied Message Taking Assignment	Message Taking Assignment	Message Assignment due in 1 week
Week 6	Feb 12	Medical Records Management & Filing Theory	Paper Chart Filing, Storage & Disposition Alpha, Numeric Filing	Practical Applications Filing Worksheets handed out for preparation for Speed Filing Pop Quizzes for Next class Speed Filing Pop Quizzes (Total of 6 – 1 per day Start next class) Chapter Readings	Filing Worksheets to be completed before the next class Speed Filing Pop Quizzes – will start next class
Week 7	Stat Family Day Feb 17	Reading Break Feb 18-21	Reading Break Feb 18-21	Reading Break Feb 18-21	Reading Break Feb 18-21
Week 8	Feb 24	Medical Records Management & Filing Practical Applications	Review Alphabetical Unit/Indexing Skills Cross referencing	Speed Filing Pop Quiz #1 Indexing Assignment Alphabetical Assignment	Speed Filing Pop Quiz #1 – Due today Find & File 1 & 2 Due 3 weeks
Week 8	Feb 26	Charting Theory	Maintaining Paper & EMR Charts (Progress Notes,	Speed Filing Pop Quiz #2 Charting	Speed Filing Pop Quiz #2 – Due today

			referrals, etc.)	Project Charting Quiz Chapter Readings	Charting Quiz Due 1 week
Week 9	Mar 3	Charting Practical Application	Maintaining Paper & EMR Charts (Progress Notes, referrals, etc.) Chart Project Assignment	Speed Filing Pop Quiz #3 Charting Case Study 1 Creating a chart Maintaining records with duties & tasks to perform	Speed Filing Pop Quiz #3 – Due today Charting Assignment due April 9
Week 9	Mar 5	Emergency Responses	Review Importance of Workplace Emergency Responses	Speed Filing Pop Quiz #4 Charting Case Study 2	Speed Filing Pop Quiz #4 – Due today
Week 10	Mar 10	Referrals & Forms Theory	Basics of Referrals & Forms	Speed Filing Pop Quiz #5 Referral Quiz Charting Case Study 3	Speed Filing Pop Quiz #5– Due today Referral Quiz Due In 1 week
Week 10	Mar 12	Referrals & Forms Practical Application	Filling Referrals & Forms	Speed Filing Pop Quiz #6 Referral and Form Assignment Charting Case Study 4	Speed Filing Pop Quiz #6 – Due today Referral & Form Assignment due in 1 week
Week 11	Mar 17	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 5 Chapter Readings	Fecal Occult Quiz – Due in 1 week Group Immunization Project Assignment- due 2 weeks
Week 11	Mar 19	Physical Examination	Height & Weight, Assisting with Pediatric Head & Chest circumference	Peer Height & Weight Competency	Peer Height & Weight Competency

			& Length. Prenatal Exam; Self Breast Exam; Gynecological Exam. Blood Glucose	Physical Exam Quiz Chapter Readings	Physical Exam Quiz Both Peer Competenci es - due in 1 week
Week 12	Mar 24	Sterilization & Disinfection	Sanitizing disinfection & Sterilization. Safe handling of wastes	Sterilization Quiz Charting Case Study 4 Chapter Readings	Sterilization Quiz – due in 1 week
Week 12	Mar 26	Vital Signs	Review: Temperature Pulse; Respirations; & Blood Pressure	Vital Sign Quiz Peer Competency Temp; Pulse & Respiration Chapter Readings	Vital Sign Quiz- due 1 week Peer Competenci es Temperature & Pulse and Respiration Both Due 1 week
Week 13	Mar 31	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 Visual Acuity Peer Competency- due April 7
Week 13	April 2	Clinical Competency Practice	Preparing for Clinical Competency Assessments Outstanding Assignments Completion COVID Presentation Practice	Preparing for Clinical Competency Assessments Outstanding Assignments Completion COVID Presentation Practice	Clinical Competency Assessments COVID Presentation and Script due April 7
Week 14	April 7	COVID Presentations Clinical Competencies Assessments	COVID Presentations Clinical Competencies Assessments	COVID Presentations Groups 1-4	COVID Presentations Groups 1-4 -Work Logs due today
Week 14	April 9	Clinical Competencies Assessments	Soft Skills 2 Assignment	Clinical Competencies Assessments	Clinical Competenci es

			<p>Wrap Up</p> <p>Clinical Competencies Assessments</p>		<p>Soft Skills 2 – due today</p> <p>Notetaking Assignment – due today</p> <p>Charting Project Due today</p>
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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: This course runs two days per week, 1.50-hours for each class, Monday and Wednesday. This is a Face-to-Face course; students are expected to attend in-person on the first day of the course and attend and participate in all activities throughout the term.

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

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

This course requires in-class participation, independent, self-directed studying, teamwork in pairs/groups, and practical applications of Medical Office and Clinical procedures. Attendance and Professionalism 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 and clinical offices, which have high expectations towards attendance and timeliness. 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 and your group meetings; to develop class and study notes and to 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. Clinical competencies will be practiced and assessed, these practical clinical competencies are a foundation of the medical office or clinical environment. It will build skills in working and caring for patients during their time at a health clinic.

SCHOOL OR DEPARTMENTAL INFORMATION

[Applied Business Technology \(ABT\) Department](#)
[School of Business](#)
[MOA Program](#)

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

Support Service	Website
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

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines: <https://camosun.ca/cal>

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 (see [Medical/Compassionate Withdrawals policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence

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 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 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.