

# COURSE SYLLABUS



COURSE TITLE: MOA 154 – Medical Billing  
CLASS SECTION: 001 and D02  
TERM: 2024W  
COURSE CREDITS: 3  
DELIVERY METHOD(S): In Person and/or Online

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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

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NAME: Jasdeep (Jas) Dhillon  
EMAIL: [dhillonj@camosun.ca](mailto:dhillonj@camosun.ca)  
OFFICE: Interurban Campus, CBA 268  
HOURS: Mon and Wed, 11:30am-12:20pm or by appointment

*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

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This course is designed to introduce students to the basic principles of efficient medical billing used in the province of British Columbia. The student will learn how to use the BC Medical Service Plan, First Nations and Indian Health billing schedules and preambles using a computerized medical billing software, including Electronic Medical Records systems.

**PREREQUISITE(S):** One of: C in English 12 C in English 12 First Peoples C in English Studies 12 C in Literary Studies 12 C in ENGL 091 and ENGL 093 C in ENGL 092 and ENGL 094 C in ENGL 092 and ENGL 096 C in ENGL 103 and ENGL 104 C in ENGL 142 C in ELD 092 and ELD 094 C in ELD 097 C in ELD 103 and ELD 104 - Must be completed prior to taking this course.

**CO-REQUISITE(S):** None

**EXCLUSION(S):** None

## COURSE LEARNING OUTCOMES / OBJECTIVES

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

1. Perform the billing duties required of a Medical Office Assistant in a health care office.
2. Identify and use current service fee codes and diagnostic codes for billing.
3. Bill public/private insurers for health care services, including Indian Health and First Nations Authorities.
4. Use health provider websites to research and obtain updated information on protocols and guidelines for medical services plan billings.
5. Create and maintain healthcare practitioner appointments, schedules and print daysheets.
6. Maintain patient records using Electronic Medical Records (“EMR”) systems.
7. Use EMR systems to apply charting, templates, forms, tasks and categories within an EMR charting system.
8. Apply and maintain confidentiality when handling patient files.

## REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

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- a. **REQUIRED:** Med Access EMR - purchase receipt from the bookstore. Once you submit your receipt to your instructor you will receive a username and password to access the EMR system.

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

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

| Weeks  | Date  | Topic  | Assignment  |
|--------|-------|--|---|
| Week 1 | Jan 8 | Course Introduction<br>MSP History<br>MSP Payment Schedule<br>LFP Payment Schedule<br>Information Sources<br>Office of the Indigenous Health | Assignment 1 - Web Search Exercise<br>Purchase Med Access Chit from the bookstore |
|        | 9     | Introduction to Billing<br>Service/Fee Codes<br>ICD9s<br>Billing Routine   | Assignment 2 - Billing Theory 1   |
|        | 11    | Fee Items with Prefixes<br>Uninsured Services<br>No Charge Referrals<br>Eligibility Checks   | Assignment 3 - Billing Theory 2   |
|        | 12    | In Class Assignment 1  |   |

| Weeks  | Date  | Topic  | Assignment   |
|--------|-------|--|--|
| Week 2 | 15    | Introduction to Med Access<br>Setup Google Chrome browser<br>Set up working hours for provider<br>schedules<br>Add patients  | Add Patients with BC as the Insurer  |
|        | 16    | Add patients   | Add Patients as Institutional  |
|        | 18    | Update Patient Demographics<br>Record allergies<br>Record Medications<br>Appointment Types<br>Appointment Templates<br>Book appointments<br>Add Family Members   | Assignment 4 - Update Patient Charts<br>Assignment 5 - Add Family Members<br>Assignment 6 - Scheduling Exercise 1  |
|        | 19    | Patient Status<br>Add Profile Items – Patient Alerts Etc.  | Assignment 7 – Scheduling Exercise 2<br>Assignment 8a - Patient Notes and Alerts<br>Assignment 8b - Patient Notes and Alerts<br>Assignment 9 - Scheduling Exercise 3 |
| Week 3 | 22    | Appointments: <ul style="list-style-type: none"> <li>• Search for and Modify Appointments</li> <li>• Move, Cancel and Rebook Appointments</li> <li>• Appointment Status</li> <li>• Unregistered Patient</li> <li>• Check-in Patients</li> </ul> View and Navigate Appointment Schedule | Assignment 10 – Advancing Status and Notes<br>Assignment 11 – Scheduling Exercise 4<br>Assignment 12a – Scheduling Exercise 5  |
|        | 23    | Appointment Reminder Letters<br>Blocking off time  | Assignment 12b – Updating Appointments<br>Assignment 13 – Scheduling Exercise 6<br>Assignment 14 – Scheduling Exercise 7<br>Assignment 15 – Scheduling Exercise 8    |
|        | 25    | Searching available appointment times and existing patient appointments.   | Assignment 16 – Manage Appointments  |
|        | 26    | Scheduling Appointments  | Assignment 17 – Scheduling Exercise 9<br>Assignment 18 – Scheduling Exercise 10  |
| Week 4 | 29    | Visit Notes  | Assignment 19 – SOAP Notes   |
|        | 30    | <b>In Class Assignment 2</b>   |  |
|        | Feb 1 | Tasks  | Assignment 20 – Patient and Admin Tasks  |
|        | 2     | Import Documents<br>Clean Up and Add to Patient Charts   | Assignment 21 – Importing Documents and Attaching to Patient Tasks   |
| Week 5 | Feb 5 | Midterm Review   |  |
|        | 6     | <b>Midterm</b> in class or online beginning at 6pm   |  |
|        | 8     | <b>Arya EHR -- Guest Lecture</b>   | <b>Dr Richard Sztramko</b>   |
|        | 9     | Patient and Third-Party Billings   | Assignment 22 - Patient and Third-Party Billings   |

|        |    |                                    |  |
|--------|----|------------------------------------|--|
| Week 6 | 12 | ICBC Claims                        | Assignment 23 - ICBC Claims                    |
|        | 13 | Worksafe BC Billings               | Assignment 24– WorkSafe Billings and Reporting |
|        | 15 | Panel Management                   |  |
|        | 16 | ICBC and Worksafe BC Billings      |  |
| Week 7 | 19 | <b>Family Day – College Closed</b> |  |
|        | 20 | Final Exam Review                  |  |
|        | 23 | <b>Final Exam</b>                  |  |

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](http://camosun.ca/services/accessible-learning/exams.html).  
<http://camosun.ca/services/accessible-learning/exams.html>

## EVALUATION OF LEARNING

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| DESCRIPTION              | WEIGHTING   |
|--------------------------|-------------|
| Assignments & Activities | 25%         |
| In-Class Assignments (2) | 15%         |
| Midterm Exam             | 30%         |
| Final Exam               | 30%         |
| <b>TOTAL</b>             | <b>100%</b> |

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](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information.  
<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

## COURSE GUIDELINES & EXPECTATIONS

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### Lecture Attendance

To get the most out of this course, students enrolled in section 001 are expected to attend all classes and be on time. It is your responsibility to acquire all information given during a class missed, including notes, hand-outs, changed exam dates etc.

Students enrolled in section D02 are expected to set aside a regular time each day to work on this course. Lessons will be posted/released on M, Tu, Th and F by 2:30pm. Online class is asynchronous but students have the option of attending the face-to-face class which is scheduled from 2:30-4:20pm on M, Tu, Th and F in CBA 201.

## Deadlines and exams

You must submit your assignments by the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, midterm or final exam.

Students have to option of writing their exams in class or online. Online exam dates/times are as below:

*Midterm Exam:* Tuesday, Feb 6 beginning at 6pm

*Final Exam:* Friday, February 23 beginning at 6pm

EXAM DATES WILL NOT BE RESCHEDULED. Non-attendance on scheduled exam dates will result in a zero grade. All exams must be written at the scheduled times with the exception of students requiring an accommodation by CAL. It is understood that emergency circumstances do occur (e.g. severe illness or family emergency); for such circumstances accommodation may be granted at the discretion of the instructor, provided the student:

- a) notifies the instructor *in advance* of the exam (not after), and
- b) provides documented evidence of the circumstance (e.g. medical certificate).

In most cases of an excused absence for an exam, an alternate exam will be scheduled for the student at the end of term.

Do not make travel plans until the final exam schedules are finalized and posted. Please ask any family members who might make travel plans on your behalf to consult you before booking tickets. Travel plans are not an acceptable reason to miss an exam.

Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss timelines with their instructors at the beginning of each semester.

Please note: the use of cell phones during a test or quiz is not allowed and may result in a zero for that assessment.

## SCHOOL OR DEPARTMENTAL INFORMATION

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<https://legacy.camosun.ca/learn/school/business/>

## STUDENT RESPONSIBILITY

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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

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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                   | <a href="http://camosun.ca/advising">http://camosun.ca/advising</a>   |
| Academic English Help               | <a href="http://camosun.ca/services/academic-supports/multilingual-student-support">http://camosun.ca/services/academic-supports/multilingual-student-support</a> |
| Accessible Learning                 | <a href="http://camosun.ca/accessible-learning">http://camosun.ca/accessible-learning</a>   |
| Counselling                         | <a href="http://camosun.ca/counselling">http://camosun.ca/counselling</a>   |
| Career Services                     | <a href="http://camosun.ca/coop">http://camosun.ca/coop</a>   |
| Financial Aid and Awards            | <a href="http://camosun.ca/financialaid">http://camosun.ca/financialaid</a>   |
| Help Centres (Math/English/Science) | <a href="http://camosun.ca/help-centres">http://camosun.ca/help-centres</a>   |
| Indigenous Student Support          | <a href="http://camosun.ca/indigenous">http://camosun.ca/indigenous</a>   |
| International Student Support       | <a href="http://camosun.ca/international/">http://camosun.ca/international/</a>   |
| Learning Skills                     | <a href="http://camosun.ca/learningskills">http://camosun.ca/learningskills</a>   |
| Library                             | <a href="http://camosun.ca/services/library/">http://camosun.ca/services/library/</a>   |
| Office of Student Support           | <a href="http://camosun.ca/oss">http://camosun.ca/oss</a>   |
| Ombudsperson                        | <a href="http://camosun.ca/ombuds">http://camosun.ca/ombuds</a>   |
| Registration                        | <a href="http://camosun.ca/registration">http://camosun.ca/registration</a>   |
| Technology Support                  | <a href="http://camosun.ca/its">http://camosun.ca/its</a>   |
| Writing Centre                      | <a href="http://camosun.ca/writing-centre">http://camosun.ca/writing-centre</a>   |

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

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### 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>.

### Final Exam Reschedule and Repeat Policy

Please visit <https://camosun.ca/sites/default/files/2022-11/e-1.17.pdf> for further details.

### 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.

### 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](http://camosun.ca/sexual-violence). To contact the Office of Student Support: [oss@camosun.ca](mailto: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.