

COURSE SYLLABUS



COURSE TITLE: MOA 180 – Integrated Medical Office Experience0
CLASS SECTION: B01
TERM: 2024W
COURSE CREDITS: 6
DELIVERY METHOD(S): Classroom – Face-to-Face

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən 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: 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

In this capstone course, students apply, synthesize, utilize, and combine all program content through integrative activities relating to specific and general medical knowledge and medical office procedures, through classroom and workplace practice experiences. Students develop personal workplace goals and apply administrative skills to support effective medical office operations. Students learn approved medical records management procedures by creating and maintaining client, time and file records/systems that meet professional requirements.

Note: A clear Camosun Criminal Record Check (CRC) is required to go out on the work experience.

PREREQUISITE(S): All of:

- C in [ABT 162](#)
- C in [BUS 130](#)
- C in [BUS 285](#)
- C in [MOA 150](#)
- C in [MOA 153](#)
- C in [MOA 154](#)
- C in [MOA 155](#)

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

COURSE LEARNING OUTCOMES / OBJECTIVES

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

1. Practice interview techniques, preparation of cover letters and resumes, and networking skills for job readiness in medical offices.
2. Practice confidentiality and act in an ethical and responsible manner within the workplace.
3. Apply critical thinking and problem-solving skills to the efficient completion of day-to-day practices in a medical setting.
4. Demonstrate knowledge of current file management technology specific to medical offices.
5. Integrate operational and technological elements into a variety of medical office tasks.
6. Demonstrate time and task management skills to facilitate task completion
7. Demonstrate skills required to meet deadlines in a medical setting.
8. Demonstrate an understanding of basic medical billing principles.
9. Demonstrate interpersonal skills in the medical office environment to assist in the completion of individual and team tasks, to ensure effective client relations, and to promote the image of the medical office or other medical organizations.
10. Produce accurate medical correspondence and other documents within required deadlines.
11. Adapt and flex with changing situations within a medical office setting.
12. Demonstrate professionalism within a medical office setting including reflecting on own actions and decisions; recording personal professional improvement strategies; practicing effective time management skills; demonstrating cultural sensitivity within a medical office setting; and making decisions that reflect an understanding of ethical and social parameters.
13. Demonstrate an awareness of current medical issues from a broad perspective, with increased comprehension related to medical transcription, medical office procedures, and medical office billing.
14. Use appropriate health care terminology with a focus on the importance of accuracy in all health care communications.
15. Prepare and demonstrate use of communications with other health care professionals using the appropriate medical language related to human anatomy and systems.
16. Use medical terminology and office practices to analyze medical reports related to all body systems.
17. Identify uniqueness when working with First Nations using a range of approaches that flow from First Nations traditions.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

- a) Chabner, D. E. (2021). *The language of medicine* St Louis, (12th ed.). MO: Elsevier Inc.
- b) Berry, L., Janssens, D., Kanellakos, E., & Weatherdone, K. (2021). *Canadian Medical*
- c) *Transcription*. Northrose. ISBN: 9781989941010 (Hard copy text)
- d) EText: Berry L., Janssens, D., Kanellakos, E., & Weatherdone, K. (2021) *Canadian Medical Transcription*. Northrose. ISBN 9781989941188 (180 days)
- e) Bonewit-West, K., & Hunt, S. A. (2021). *Today's medical assistant: Clinical & administrative procedure* (4th ed.). Saunders.
- f) **Other**
 - Ear Buds or Speakers
 - Flash Drive or Computer Storage Method
 - Print credits
 - Camosun Criminal Record Check (CRC)
 - 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), 6 hrs total per class, for first 4 weeks – Lecture/classwork. Following are 3 weeks of work experience (supervised Field Practice) full time Monday – Friday (7.5 – 8-hour per day). Last week, face-to-face, 4 days per week (Monday, Tuesday, Thursday, and Friday), 6 hrs total per class. Total weeks duration 7 weeks.

Workload: You are expected to consult the course website and then read all the materials for the coming class (beforehand), to attend all meetings of the class, to develop class and study notes, and to prepare for your examinations. You are expected to be in attendance and working in class each day.

Schedule: A tentative schedule, listing the particular topics to be covered during this offering of the course and the dates for exams is provided as a separate document. And posted on D2L.

Class hours: There will be 4 classes per week, 6 hours per day, 4 days a week for the first 3 weeks in class learning. There will be a few lectures, review of previous content, practical applications, office, and clinical competencies to be performed. This course daily routine will be to assimilate a day of work, by working on projects in pairs and groups, EMR system, and daily industry tasks and skills performed in the classroom. Following 3 weeks will be in a work placement off-campus; work hours are 8 hours per day, 5 days a week with an employer. A final week in class will be with lecture and class activities: The student will work independently to gain the skill needed and complete assignments required throughout the course.

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, competencies, practical applications, 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.

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 Feb 27	Monday (Morning)	Job Readiness	Course Introduction & Overview Job Readiness Review	Professionalism Rubric Policies & Procedures Job Seeking Card Assignment Job Seeking Assignment	Professional Rubric Due tomorrow P&P agreement due tomorrow Job Seeking Assignments due 1 week
	Monday (Afternoon)	Job Readiness	Prepare for Resume Building	Gather Information Employment & Education & References	Gather Information Employment & Education & References Due Tomorrow AM
Week 1 Feb 28	Tuesday (Morning)	Job Readiness	Guest Speaker RE: Resume and Cover Letters	Building Resumes & Cover Letters for Assignment Postings	
	Tuesday (Afternoon)	Job Readiness	Practical Applications Creating Drafts	Work on Resumes & Cover Letter drafts for Assignment Postings	Drafts of Resumes & Cover Letter for Assignment Postings for review and feedback Due Thurs (AM)
Week 1 Mar 2	Thursday (Morning)	Job Readiness	Guest's Return to review Resumes & Cover Letters	Review and make notes on documents	Edit your draft
	Thursday (Afternoon)	Job Readiness	Fix Resumes/Cover Letters	Fix Resumes	Fix Resumes and Finalize for Practical Resumes & Cover Letter Assignment Due Friday (AM)
Week 1 Mar 3	Friday (Morning)	Job Readiness	Managing your Approach to Work & Emotions Review Placements & Sign up Review Work Experience Contract Create Work Placement Resumes and Cover Letter in PM	Guest Speaker - Interviews Work Placement Contract Create Work Placement Resumes and cover letters	Work Placement Resumes and cover letters Due Monday (AM) Work Experience Contract due Tuesday AM

	Friday (Afternoon)	Job Readiness	Interview Assignment Pairs Pick Placement & Create Cover letter for both choices	Interview Assignment Create Resumes and Cover letters for Placements	Interview Assignment Due April 11 (AM) Hand in Placement Resumes & Cover Letters for Placements Due Monday (AM)
Week 2 Mar 6	Monday (Morning)	Office Procedures	Telephone Skills Alpha Indexing Indigenous Health	Telephone Skills Assignment Mailing Assignment Medical Filing Theory Quiz In Class Quiz Coming up March 16	Mailing Assignment Due Today (PM) Telephone skills Assignment - Pairs Due April 11 (PM)
	Monday (Afternoon)	Office Procedures	Pair Competency Review (Ht & Wt, Temp, Pulse & Resp, VA) Alpha Indexing Practice	Alpha Indexing Review Re: Filing Theory Quiz March 16 (PM) Pair Competency Review (Ht & Wt, Temp, Pulse & Resp, VA)	Medical Filing Theory In Class Quiz Coming up March 16 (PM) Peer competencies Due April 14 (AM) Clinical Competencies must be organized with instructor and completed before April 14 (AM)
Week 2 Mar 7	Tuesday (Morning)	Office & Clinical Practical Applications	Document Creation for EMR Chart Ordering Supplies Assignment	Document Creation Assignment Ordering Supplies Assignment	Document Creation Assignment Due 1 week (AM) Ordering Supplies Assignment Due April 13
	Tuesday (Afternoon)	Office & Clinical Practical Applications	Pair Competency Video Assignment Working on Document Creation	Pair Competency Practice (Ht & Wt, Temp, Pulse & Resp, VA)	Pair Competency Assignment Due April 14 (AM)

Week 2 Mar 9	Thursday (Morning)	Appointments Skills	Create Appointments in EMR	Create Appointments in EMR Assignment (Mon – Wed)	Create Appointments in EMR Assignment (Mon – Wed) Due 1 Week (AM)
	Thursday (Afternoon)	Appointment Skills	Create Appointments in EMR	Create Appointments in EMR Assignment (Thur – Fri)	Create Appointments in EMR Assignment (Thur – Fri) Due 1 Week (AM)
Week 2 Mar 10	Friday (Morning)	Office & Clinical Practical Applications	Referrals & Forms Review Policy & Procedures Group Project Review	Referrals & Forms Assignment Policy & Procedures Group Project Assignment	Referrals & Forms Assignment Due 1 week (AM) Policy & Procedures Group Project Assignment Due April 14 (PM)
	Friday (Afternoon)	Practical Applications Terminology & Transcription Editing	Terminology Assignment # 1 Transcription Assignment # 1 Work on Completing Assignments	Terminology Assignment # 1 Transcription Assignment # 1	Both Due today
Week 3 Mar 13	Monday (Morning)	Practical Applications Terminology & Transcription Editing	Terminology Assignment # 2 Transcription Assignment # 2 Work on Completing Assignments	Terminology Assignment # 2 Transcription Assignment # 2	Both Due today
	Monday (Afternoon)	Practical Applications Terminology & Transcription Editing	Terminology Assignment # 3 Transcription Assignment # 3 Work on Completing Assignments	Terminology Assignment # 3 Transcription Assignment # 3	Both Due today
Week 3 Mar 14	Tuesday (Morning)	Practical Applications Terminology & Transcription Editing	Terminology Assignment # 4 Transcription Assignment # 4	Terminology Assignment # 4	Both Due today

			Work on Completing Assignments	Transcription Assignment # 4	
	Tuesday (Afternoon)	Practical Applications Terminology & Transcription Editing	Terminology Assignment # 5 Transcription Assignment # 5 Work on Completing Assignments	Terminology Assignment # 5 Transcription Assignment # 5	Both Due today
Week 3 Mar 16	Thursday (Morning)	EMR Billing Skills	Create Billing in EMR	Create Billing in EMR Assignment (Mon – Wed)	Create Billing in EMR Assignment (Mon – Wed) Due in Friday (PM)
	Thursday (Afternoon)	EMR Billing Skills	Create Billing in EMR	Medical Alpha Filing In Class Quiz Create Billing in EMR Assignment (Mon – Wed)	Create Billing in EMR Assignment (Thur – Fri) Due in Friday (PM)
Week 3 Mar 17	Friday (Morning)	Work Experience	Review Work Experience	Goals Assignment for Work Experience	Goals Assignment for Work Experience Due Monday (AM)
	Friday (Afternoon)	Office & Clinical Practical Applications	Work on Completing Assignments		
Week 4 Mar 20	Monday	Work Experience	Work Experience		
Week 4 Mar 21	Tuesday	Work Experience	Work Experience		
Week 4 Mar 22	Wednesday	Work Experience	Work Experience		
Week 4 Mar 23	Thursday	Work Experience	Work Experience		
Week 4 Mar 24	Friday	Work Experience	Work Experience	Student Evaluation	Student Evaluation Due today
Week 5 Mar 27	Monday	Work Experience	Work Experience		
Week 5 Mar 28	Tuesday	Work Experience	Work Experience		
Week 5 Mar 29	Wednesday	Work Experience	Work Experience		

Week 5 Mar 30	Thursday	Work Experience	Work Experience		
Week 5 Mar 31	Friday	Work Experience	Work Experience	Student Evaluation	Student Evaluation Due today
Week 6 April 3	Monday	Work Experience	Work Experience		
Week 6 April 4	Tuesday	Work Experience	Work Experience		
Week 6 April 5	Wednesday	Work Experience	Work Experience		
Week 6 April 6	Thursday	Work Experience	Work Experience	Student Evaluation Employer Evaluation	Student Evaluation Employer Evaluation Both Due today.
Week 6 STAT April 7	Friday (Morning & Afternoon)	Good Friday	STAT		
Week 7 April 10 STAT	Monday (Morning & Afternoon)	Easter Monday	STAT		
Week 7 April 11	Tuesday (Morning & Afternoon)	Capstone	Work on Completing Assignments Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	MOA Program Reflection 1 Assignment (ABT 162, BUS 130, BUS 140, BUS 285) Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	Reflection Assignment Due Tomorrow (AM) Ordering Supplies Assignment Due today Reflection Assignment Due Tomorrow (AM)
Week 7 April 13	Thursday (Morning & Afternoon)	Capstone	Work on Completing Assignments Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	MOA Program Reflection 2 Assignment (MOA 150, MOA 153, MOA 154, MOA 155) Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	Pair Competency Video Assignment Due April 13 (AM) Reflection Assignment Due Today before 430 pm

Week 7 April 14	Friday (Morning & Afternoon)		Work on Completing Assignments Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	MOA Program Reflection 3 Assignment Continued Clinical Competency Evaluations (Pairs) Individual Assessment Work Experience	Reflection Assignment Due Today before 430pm
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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
In Class Assignments	35 %
Competency Assessments	30 %
Work Experience and Assessment	25 %
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](#) policy for more information.

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.

Mandatory Attendance for First Class Meeting of Each Course:

This section of MOA 180-B01 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](#)

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 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

Support Service	Website
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 [policy](#)). Please visit <https://camosun.ca/services/forms#medical> 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.