

COURSE SYLLABUS



COURSE TITLE: MOA 182 – Medical Office Career Practice
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 Thursday 900-1000 am

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 applied learning course, students will challenge themselves to integrate and apply the knowledge and skills they have developed throughout the Medical Office Administration program. Students will participate in weekly seminars to reflect on their learning, interact with guest speakers, share experiences and discuss emerging issues in healthcare. The course will culminate in a 2-week, full-time placement in a healthcare clinic.

PREREQUISITE(S): MOA 155

CO-REQUISITE(S): MOA 150

MOA 153

MOA 154

EQUIVALENCIES: Notes: Without imposing undue limitations, this course is intended to be taken at the end of their studies so that they may be successful in their placements and able to accept any offers of employment upon completion.

COURSE LEARNING OUTCOMES / OBJECTIVES

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

1. Integrate and apply the knowledge and skills developed in previous and concurrent program courses to support the effective operation of a real-world health care environment.
2. Reflect on their learning experiences and identify their strengths and areas for improvement as medical office administrators.
3. Showcase and discuss their achievements, skills, and competencies as medical office administrators.
4. Assist both physicians and patients with the navigation of numerous inter-related healthcare providers and systems.
5. Provide the support and services that employers and patients expect from medical office administrators.
6. Apply critical thinking and problem-solving skills to the efficient completion of day-today practices in healthcare settings.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

1. Inc, E. (2025). *Job Readiness for Health Professionals* (4th ed.). Elsevier Health Sciences (US). ISBN 9780443111242. Etext only, and Access code. Available to purchase through the [Camosun College Bookstore](#)
2. NOTE: An e-text option is also available for this course through the Camosun Bookstore website (you purchase a retail access card with a code on it) When registering for E-Text you will be requested to pick either Instructor (LMS) or Evolve; **for this course you must pick Evolve.** <https://www.camosuncollegebookstore.ca/default.asp?>
3. Notebooks – for assignment requirements for practicum placement, assignments, and guest speakers presentations. You can use a laptop in class (during the first 14 weeks) to take notes during class time, or you can write your notes on a purchased note pad or lined paper. For the Practicum you must use a notebook, since you will be writing notes daily on the practicum site.
4. Business Casual Professional Dress and/of Scrubs: Practicum placements require specific dress codes.
5. 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 1 day per week (Thursday), 1 hour 50 minutes per class, for 14 weeks. Practicum placements will start immediately after the 14-week classes. Practicums will be full-time; work hours are determined per placement requirements. Total practicum placement hours required are 70 hours for 2 weeks (with the exception for an extra 2 days for STAT holidays in the calendar year); these days will count for your required 70 hours practicum placement. Please do not make travelling arrangements or holidays during this time or during the course class time. See Schedule for Practicum dates for this calendar year.

Mandatory Attendance for First Class

This section of MOA 182 -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 attendance will be taken each class for this term, including practicum dates.

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	Day	Content Review	Topic and In-Class Activities	Due dates for Assignments and Assessments
Week 1 Jan 6-10	Thursday Jan 9	Introduction To Course	Intro to course -Review Structure and Assignments Brief discussion about Practicum placements Academic Integrity Assignment Set up D2L – Notifications, News, Assignments, Quizzes How to Prepare Reflections Documents Soft skills Assignment Note Taking Skills Assignment Guest Speakers – Note Taking Reflections Digital File Management Assignment Professional Rubric Prepare Reflections Collaboration will be reviewed later in term. Prepare Ch 1 Individual Reflections for Reflection Collaboration in latter part of course work.	Course E-text needed today. Note: Chapter readings, Chapter Reflections, Quizzes, and Presentations for in-class are due prior to next class. See all due dates under Quizzes and Assignments Chapter1 - readings, Individual reflection assignment, and quiz – due before next class. Due dates and Times found in D2L ASSIGNMENT Drop box: Academic Integrity Assignment Set up D2L – Notifications, News, Assignments, Quizzes How to Prepare Reflections Documents Soft skills Assignment Note Taking Skills Assignment Digital File Management Assignment Professional Rubric
Week 2 Jan 13-17	Thursday Jan 16	Communications Skills	Review Chapter 1 with Reflections Collaboration review - Chapter 1 – See resources under Content Reviewing Reflections Collaboration, Presentation process will be discussed. Guest Speaker – Tanis Wynn SIDFP - Intro to Division of family Practice and clinic types Division of Family Practice Career Options Models of Clinics, MOA PD and Difficult patients. Read Chapter 6-7, Complete quiz and Individual Reflection, Collaboration for next class.	Reflections collaboration and Presentation Ch 1 Assignment and Quiz - due today Read Chapter 6-7– Complete Chapter 6-7 Individual Reflection Doc, Collaboration and Quiz prior to next class start.
Week 3 Jan 21-24	Thursday Jan 23	Indigenous Ways of Knowing in Healthcare	Review Chapter 1 with Reflections Collaboration and Presentation review - Chapter 1 Indigenous Ways of Knowing (7 Sacred Teachings) – Healthcare focused - Reflection Assignment Note: Chapter 6-7 Reflection collaboration will be complete at the end of the term.	Indigenous Ways of Knowing (7 Sacred Teachings) – Healthcare focused – Ch 6-7- Individual Reflection and Collaboration Doc & Quiz Due today prior to class start. Read Chapter 10 – Complete

			Read Chapter 10, Complete quiz and Individual Reflection for next class.	Chapter 10 Individual Reflection Doc and Quiz prior to next class start.
Week 4 Jan 28-31	Thursday Jan 30	Career	<p>Review Chapter 10 with Reflections Collaboration review - Chapter 10 – See resources under Content</p> <p>Guest Speaker – Nina Friend - BCHES – Ambulance and 911 operator Career options – 130- 1220pm RM 210</p> <p>Read Chapter 11, Complete quiz and Individual Reflection for next class. Note Collaboration will be done in latter part of term.</p>	<p>Chapter 10 - Reflection Collaboration – due today</p> <p>Read Chapter 11– Complete Chapter 11 Individual Reflection Doc and Quiz prior to next class start.</p>
Week 5 Feb 3-7	Thursday Feb 6	<p>Career Building Skills</p> <p>Resume and Cover Letter - Presentation and Preparation</p>	<p>Review Resume and Cover Letter – Preparation & Preparation</p> <p>In-Class Resume and Cover Letter Assignment – Create Draft – prepare and print 2 copies for review next week.</p> <p>Guest Speaker – Education that works – Karena Dachsels – Presentation and Practice Resumes and Cover letters -1230-230 pm</p>	<p>Chapter 11 – Individual Reflection Document, Collaboration doc & Quiz due today. No presentations today.</p> <p>Draft copy is not to be placed in assignment drop box, until you have reviewed your draft and fixed your resume and cover letter next class after review and corrections made.</p> <p>Created Draft is due before next class – print 2 copies.</p>
Week 6 Feb 10-14	Thursday Feb 13	Resume and Cover letter Draft – Review & Revise	<p>Resume and Cover Letter Review with Education that Works Team.</p> <p>Guests Review - Education that Works Team will review resume and cover letters</p> <p>In-Class Resume and Cover letter Assignment – edited & revised version due before next class (Feb 26) prior to class.</p> <p>Read Chapter 12-13, Complete quiz and Individual Reflection for next class (Feb 27).</p>	<p>Post review - Edited draft and Completed Resume and Cover Letters to be placed into “In-Class Resume and Cover letter Assignment” drop box (final edited doc) – due after Reading break before next class.</p> <p>Read Chapter 12-13– Complete Chapter 12-13 Individual Reflection Doc and Quiz prior to next class start. This is to be done during Reading Break.</p>
Week 7 Feb 17-21	Reading Break No Classes	STAT Family Day- Feb 17	<p>Reading Break Feb 18 – 21</p> <p>Read Chapter 12-13 and prepare for Feb 27</p>	No Classes only Chapter readings, quizzes, and Individual Reflection documents , In Class Reflective Collaboration document, & Quiz due before next class.
Week 8 Feb 24-28	Thursday Feb 27	<p>Career Building Skills</p> <p>Interviewing Process and Best Practices</p>	<p>Review Chapter 12-13 with Reflections Collaboration review – Chapter 12-13 – See resources under Content</p> <p>Guest Speaker – Jen Phillips Coop Coordinator – Interviewing Skills – Interviewing Processes and Best Practices.</p> <p>Read Chapter 15, Complete quiz and Individual Reflection for next class.</p> <p>Interview Assignment Job Readiness Assignment</p>	<p>Chapter 12-13- Reflection Collaboration – due today</p> <p>In-Class Resume and Cover letter Assignment (final edited doc) – due today before class.</p> <p>Read Chapter 15– Complete Chapter 15 Individual Reflection Doc and Quiz prior to next class start.</p> <p>Interview Assignment Job Readiness Assignment</p>

Week 9 Mar 3-7	Thursday Mar 6	Career	<p>Review Chapter 15 with Reflections Collaboration review - Chapter 15 – See resources under Content</p> <p>Outstanding Assignment – i.e. Interviewing Assignment</p> <p>Read Chapter 14, Complete quiz and Individual Reflection for next class</p>	<p>Chapter 15- Reflection Collaboration – due today</p> <p>Read Chapter 14– Complete Chapter 14 Individual Reflection Doc and Quiz prior to next class start.</p>
Week 10 Mar 10-14	Thursday Mar 13	Career Building Skills	<p>Review Chapter 14 with Reflections Collaboration review - Chapter 14 – See resources under Content</p> <p>Placements Assigned – Create Resume and Cover letter for practicum placement. Due end of March 27 in Drop box.</p> <p>Read Chapter 2, Complete quiz and Individual Reflection for next class.</p> <p>Guest Speaker – Chris Hardcastle – Contract and Legal – confidentiality; Issues needed in Health Care.</p>	<p>Chapter 14- Reflection Collaboration – due today</p> <p>Read Chapter 2– Complete Chapter 2 Individual Reflection Doc and Quiz prior to next class start.</p> <p>Complete Practicum Resume & Cover letters for Placement. Due next week before class in drop box.</p>
Week 11 Mar 17-21	Thursday Mar 20	Career	<p>Review Chapter 2 with Reflections Collaboration review - Chapter 2/ – See resources under Content.</p> <p>Read Chapter 3, Complete quiz and Individual Reflection for next class.</p> <p>Guest Speaker – Yoko Freer - Intro to IH – Medical Imaging and diverse types of Career opportunities</p>	<p>Chapter 2- Reflection Collaboration – due today</p> <p>Read Chapter 3– Complete Chapter 3 Individual Reflection Doc and Quiz prior to next class start.</p> <p>Practicum Resume and Cover letter – due today before class, so they can be sent out to employers.</p>
Week 12 Mar 24-28	Thursday Mar 27	Career	<p>Review Chapter 3 with Reflections Collaboration review - Chapter 3/ – See resources under Content</p> <p>Read Chapter 4, Complete quiz and Individual Reflection for next class.</p> <p>Guest Speaker - Review Urgent Primary Care Clinics and different practices UPCC & MHSU Consultant.</p> <p>Guest Speaker – JoAnne James Bay, MHSU Consultant – Lisa Ngo</p>	<p>Chapter 3- Reflection Collaboration – due today</p> <p>Read Chapter 4– Complete Chapter 4 Individual Reflection Doc and Quiz prior to next class start.</p> <p>Resume and Cover letter for practicum placement. Due end of March 27 in Drop box.</p>
Week 13 Mar 31-Apr 4	Thursday Apr 3	Best Practices	<p>Review Chapter 4 with Reflections Collaboration review - Chapter 4 – See resources under Content</p> <p>Read Chapter 5, Complete quiz and Individual Reflection for next class.</p> <p>Video and Discussions: Managing Patients Difficult Patient and Communications Review</p>	<p>Chapter 4- Reflection Collaboration – due today</p> <p>Read Chapter 5– Complete Chapter 5 Individual Reflection Doc, collaboration, and Quiz prior to next class start.</p> <p>Will complete Reflection Collaboration on Chapter 5</p>
Week 14 Apr 7-11	Thursday Apr 10	Best Practices	<p>Review Chapter 5 with Reflections Collaboration review - Chapter5– See resources under Content</p> <p>Communication in Health Care Videos and Discussions</p> <p>Review Practicums and Expectations & Assignments due prior to practicum start.</p> <p>ALL Assignments – Due before Sunday @</p>	<p>Chapter 5 - Reflection Collaboration – due today</p> <p>Review Practicum Note Taking Assignment Instructions – Due April 30 @ noon</p> <p>In Class Note Taking Assignment – Due today</p> <p>ALL Assignments – Due before</p>

			1159 pm: Review below assignments to be completed prior or after Practicum – Due dates in ASSIGNMENT drop box. REVIEW Personal Reflection Assignment Practicum Placement Contract Assignment Practicum Goal Setting Reflection Assignment Practicum Note Taking Assignment Practicum Work Log Assignment	Sunday April 13 @ 1159 pm: -Personal Reflection Assignment, -Practicum Placement Contract Assignment -Practicum Goal Setting Reflection Assignment
Practicum Apr 14-18	Practicum Week 1	Week 1 Apr 14-17 April 18 STAT	On Friday April 18 before 1159pm – Complete Week 1 Practicum Reflection Assignment Friday STAT – no placement	Due -Friday April 18 before 1159pm – Complete Week 1 Practicum Reflection Assignment
Practicum Apr 21-25	Week 2	Week 2 April 21 STAT April 22-25	Monday STAT – no placement Return to Practicum Tuesday and Wednesday to complete full 70- hour practicum requirements.	Request Employer to send Employer Evaluation to Instructor by April 29.
Practicum Make up days due to STATs April 28-May 2	Practicum days April 28-29 Assignment due date April 30	Complete Practicum Complete Post-Practicum Assignments	Practicum days this week due to STAT replacement days – April 28-29 Assignments to complete by April 30 @ NOON Practicum Work Log Post Practicum Student Evaluation Assignment Post Practicum Soft Skills and Task/Duties Assignment, Practicum Note Taking Assignment	Due dates for all assignments are April 30 before Noon. No extensions due to marking requirement for Final Grades

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 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

This course will be graded as complete or incomplete. The passing grade percentage is 60%, however, you must pass the Practicum portion (Employer Evaluation and assignments) of the course, to be successful.

DESCRIPTION	WEIGHTING
Reflection, Participation Discussions, In-Class Assignments	20%
Chapter Quizzes	20%
Pre-Practicum Assignments	10%
Practicum and Post Practicum Assignments and Evaluations	50%
	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 one days per week, 1.50-hours for each class, see myCamosun for dates and times. This is a Face-to-Face course; students are expected to attend in-person for each class of the course and practicum placement and attend and participate in all activities throughout the term.

Mandatory attendance will be expected. You must attend the first week of school to prevent a “Not Attend” sent to registration, which will then remove you from the class for the term. If you are unable to attend you will be required to notify the Instructor prior to the start of the class time. Please write an email to kemnnaa@camosun.ca to inform your instructor that you cannot attend and a reasonable explanation as to why the absence. Attendance will be taken throughout the course and the practicum.

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, complete assignments and all quizzes. You are responsible to ensure all homework is completed and handed in on-time, on the expected due dates listed on D2L under ASSIGNMENTS drop box area.

Out of Class Requirements: The student will work independently to gain the skills needed to complete assignments required throughout the course. You will be required to complete the Academic Integrity course, which will be reviewed on the first day of first week of classes. Practicum includes assignments and very short due dates, which will need to be done outside of your practicum placement.

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 assignments, seminars, and practicum placement dates. Attendance and Professionalism is a part of your grade. Due to the higher portion of pair work, your absences will be a hardship to your pair partner. 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 1 hour prior to the class (kemnnaa@camosun.ca), this is to start preparing your work ethic in the medical and clinical offices, which have high expectations towards attendance and timeliness. If you are not attending class, you will miss the opportunities to learn and hear from all guest speakers. There is a wealth of information you will acquire from the seminar from the variety of guest speakers.

You will be expected to attend, be on time, participate and complete all assignments, reading, or tasks; 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 which are a foundation of the medical office or clinical environment. It will build skills in working and caring for patients, healthcare team, and workplace professionalism during their practicum 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
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

Support Service	Website
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.