



# MEDICAL OFFICE ASSISTANT PROGRAM

The Medical Office Assistant is expected to have a range of skills, including typing, filing and computers. The MOA must have excellent interpersonal, telephone and communication skills for working in either a medical office or clinic.

## Program Objectives

This program prepares learners to work in a medical office or clinic. The program focuses on the skills specific to working in a medical office, including working with clients and medical staff, understanding the health system and providing the necessary support and run an efficient office and is designed for learners who already have prior computer and typing skills.

## Program Options

The program provides three options, depending on learner's goals and prior learning:

- **Option A** – 80 hours of instruction  
Provides the 15-hour basic medical terminology for learners who wish to complete in one term and wish to work in a clinic or GP's office
- **Option B** – 60 hours of instruction  
Learners who have completed the WestShore Centre or Camosun College Medical Terminology course in the past 3 years, with a grade of 75% or better need take only the Medical Office Procedures & Medical Billing and Keyboarding
- **Option C** – 120 hours of instruction  
This option is recommended to be taken over two terms, (done 2 evenings per week) with the first term consisting of the 60 hour Medical Terminology which prepares for the VIHA assessment, and the second term including the Medical Office Procedures & Medical Billing and Keyboarding. This option prepares graduates to apply with VIHA and various specialists offices.

Learners who do not have sufficient office, typing or computer skills are expected to achieve these skills prior to the Medical Billing and Keyboarding portion of the program.

## Program Prerequisites:

- English 12 or equivalent
- Typing speed of 30 wpm (documentation or assessment required)
- Good computer and word processing skills (documentation or assessment required)

## Resources

Medical Terminology: A Short Course, by Chabner  
or The Language of Medicine, by Chabner  
Clinical Procedures for Medical Assistants by Kathy Bonewit-West

## Evaluation

Learners will receive a report with a mark and grade at the end of each course. These marks are combined to determine the final program mark. A program certificate is awarded to learners with an 75% final mark or better. Learners also receive a WestShore Centre typing certificate with completion of a typing test.



# MEDICAL OFFICE ASSISTANT PROGRAM

## **Basic Medical Terminology for MOA's**

Duration: 20 hours of instruction

Text: Medical Terminology – A Short Course by Chabner

Prerequisite: English 12 or equivalent

### **Learning Objectives**

On successful completion of the Medical Terminology for MOA's course, learners will be able to:

- Determine the combining forms, suffixes, and prefixes used in medical terms
- Pronounce, spell, and understand the meaning of common medical terms
- Identify the body systems and their functions, the body cavities and their organs, the divisions of the back, and the planes of the body
- Describe several common medical specialties
- Name the major drug classes
- Understand the name and general meaning of common diagnostic tests and procedures
- Interpret commonly used medical abbreviations and symbols

### ***Other Medical Terminology option***

#### **Medical Terminology**

Duration: 60 hours of instruction

Text: The Language of Medicine, by Chabner

Prerequisite: English 12 or equivalent

#### **Objectives:**

- ❑ Understand the meaning of medical words and phrases commonly used in health care settings such as hospitals, doctors' offices, or similar environments
- ❑ Use medical words and phrases correctly in written and verbal communication.
- ❑ Develop a basic understanding of anatomy and physiology, ethical Words, Phrases & Meanings
- ❑ Prefixes
- ❑ Roots Suffixes
- ❑ Terms pertaining to the body as a whole

## **Anatomy & Terms relating to parts of the body**

- Digestive System
- Urinary System
- Female Reproductive System
- Male Reproductive System
- Nervous System
- Cardiovascular System
- Respiratory System
- Blood System
- Lymphatic and Immune Systems
- Musculoskeletal System
- Skin, Eye, Ear
- Endocrine System

## **Medical Specialities**

- Oncology
- Radiology, Nuclear medicine, Radiation Therapy
- Pharmacology
- Psychiatry

## **Final grade calculation**

The sum of grades earned on:

- Paper mid-term exam worth 35%
- Paper final exam worth 40%
- Weekly tests worth 25%

A final mark of 75% or greater is required for successful completion.  
Students should expect at least 6 hours of homework per week.

## **Medical Office Assistant Procedures**

Duration: 40 hours of instruction

Text: Clinical Procedures for Medical Assistants by Kathy Bonewit-West

Prerequisite: *Learners who have completed the 60 hour Medical Terminology course with 75% or better are not required to take this course. If the course was more than 3 years prior, learners are required to take the challenge test.*

## **Learning Objectives**

On successful completion of the Medical Office Assistant Procedures course, learners will be able to:

- Define the role of the Medical Office Assistant (MOA) within the health care team
- Describe the rights of patients
- Identify legal and ethical aspects of the roles of MOAs and physicians
- Understand and demonstrate principles of effective interpersonal communication

- Manage incoming and outgoing telephone calls efficiently and courteously
- Describe appointment scheduling systems and book patient appointments
- Identify techniques to promote a professional, friendly office environment
- Order office supplies and maintain a supply storage system
- Describe the MOA's role in assisting with patient examinations, tests, and procedures
- Set up and maintain charts and filing systems
- Describe the referral procedure, letter formats, and dictation methods
- Identify ways to manage their stress and maintain their health
- Understand procedures for cleaning or sterilizing medical instruments, disposing of sharps, and promoting infection control
- Manage prescription renewals, maintain a drug storage system, and cope with pharmaceutical sales personnel
- Use the 24-hour clock
- Create and/or maintain procedures manuals; organize and store reference manuals
- Process and prioritize incoming and outgoing mail, courier, or other deliveries

## **Medical Billing & Keyboarding**

Duration: 20 hours \*\*\*\*\*

Prerequisite: Documentation demonstrating a typing speed of 30 wpm or better and good computer and word processing skills.

Successful completion of MOA Procedures or experience with medical billing.

### **Learning Objectives**

- Recognize and format a variety of medical documents including:
  - Doctor's personal, consult and patient letters
- Accurately type and incorporate various medical terms into documents
- Comprehend the concepts of computerized billing and scheduling
- Understand the basic functions of the OSLER Billing application
- achieve a typing speed of over 45 wpm

**Resources:** Osler Medical Billing applications  
Medical Typing applications



# MEDICAL OFFICE ASSISTANT PROGRAM

## Final Evaluation

To receive a certificate for the Medical Office Assistant Program, participants must complete 3 core courses – Medical Terminology, Medical Office Procedures and Medical Billing and Keyboarding.

A report is presented at the completion of each course. The final grade incorporates a combination of:

Medical Terminology or Basic Medical Terminology for MOA's	=	20 %
Medical Billing & Keyboarding	=	20 %
Medical Office Procedures	=	60 %

A certificate is awarded to participants with a final grade of 75% or better.