

Area of Interest: Business

Office Administration - Health Services

Ontario College Diploma

Program Code: 0210F01FWO

2 Years

Ottawa Campus

Our Program

Play a key role in operational success - specialize in health services office administration.

The two-year Office Administration - Health Services Ontario College Diploma prepares you for a rewarding career in a variety of health services office environments.

Develop essential theoretical and applied skills for health services by engaging in extensive learning in a simulated office using an Electronic Medical Records (EMR) system in a variety of specialties. Provide patient services through client file management, office management, billing, patient management, medical transcription and terminology, accounting practices, and document production.

You also have the opportunity to participate in a health services environment work placement allowing you to practice your skills.

Upon graduation, you may find employment as a medical assistant in various health services environments such as:

- physicians` offices
- clinics
- hospitals
- residential care facilities, and
- allied health professional offices

Graduates of the one-year Office Administration - General Ontario College Certificate program may choose to enrol in this program to specialize their education.

SUCCESS FACTORS

This program is well-suited for students who:

- Have a strong interest in the health care field.
- Have an interest and aptitude in computer and technology applications and enjoy a hands-on approach to learning.
- Enjoy working independently and in a diverse team environment.
- Are well-organized, pay attention to detail, work effectively under time constraints, multitask, and work with minimal supervision.
- Have the ability to work at a computer for extended periods of time.

Employment

Employment opportunities exist in a variety of health service environments, such as physician offices, clinics, allied health professional offices, hospitals, residential care facilities, pharmaceutical companies, health research settings and government.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
- Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information.
- Operate and provide support to others related to the use of office equipment and technologies.
- Evaluate, establish and administer health records management systems to ensure confidential, secure, accessible and organized electronic and paper records.
- Produce financial and client billing records for health services by compiling relevant information and using accounting software.
- Produce health documents and reports using available technologies and applying industry standards.
- Use interpersonal and client service skills to respond to the diverse needs of clients, their family members and the health care team.
- Identify and use non-invasive clinical tasks to support effective and efficient health service operations.
- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study

Level: 01	Courses	Hours
ENL1962	English Fundamentals	42.0
OFF2325	Keyboarding 1	14.0
OFF2326	Digital Workspace Applications	42.0
OFF2335	Presentation Applications	28.0
OFF2336	Document Production 1	56.0
OFF2338	Administrative Skills and Procedures	70.0
QUA2227	Business Math Foundations	42.0
Level: 02	Courses	Hours
ACC2207	Bookkeeping	56.0
ENL1813B	Communications I	42.0
OFF2300	Advanced Word Processing	56.0
OFF2327	Keyboarding 2	14.0
OFF2337	Document Production 2	56.0
OFF2395	Spreadsheet Applications (OA)	56.0
Choose one from equivalencies:	Courses	Hours

GED0210	General Education Elective	42.0
Level: 03	Courses	Hours
ACC2208	Accounting Practices	56.0
OFF2302	Medical Terminology I	56.0
OFF2310	Health Services Administrative Procedures	56.0
OFF2312	Medical Transcription I	42.0
OFF2403	Health Services Integrated Projects I	56.0
Choose one from equivalencies: Courses		Hours
GED0210	General Education Elective	42.0
Level: 04	Courses	Hours
OFF2303	Medical Billing	42.0
OFF2305	Medical Terminology II	56.0
OFF2402	Medical Transcription II	42.0
OFF2404	Health Services Integrated Projects II	56.0
Elective: choose 1	Courses	Hours
OFF2406	Health Services Simulated Practicum	56.0
OFF2407	Health Services Work Placement	56.0
Choose one from equivalencies: Courses		Hours
GED0210	General Education Elective	42.0

Fees for the 2023/2024 Academic Year

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at <https://www.algonquincollege.com/fee-estimator> .

Further information on fees can be found by visiting the Registrar's Office website at <https://www.algonquincollege.com/ro> .

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately \$800 per year of Levels 03 and 04 and can be purchased at the campus store.

Admission Requirements for the 2024/2025 Academic Year

Program Eligibility

- There is no direct entry to this program. Students must apply to, and complete, the Office Administration - General program in order to have entry into Level 03 of the Office Administration - Health Services program.

Admission Requirements for 2023/2024 Academic Year

Program Eligibility

- **Direct Entry to Second Year:** Students who have completed Algonquin's Office Administration - General Ontario College Certificate program, or equivalent, will be admitted directly into second year. Interested applicants should contact the Finance, Office and Legal Studies.

Application Information

OFFICE ADMINISTRATION - HEALTH SERVICES Program Code 0210F01FWO

The first year of the two-year Office Administration - Health Services program is the Office Administration - General program. Students must initially apply to 0210X Office Administration - General. Upon completion of the Office Administration - General program, students who want to continue on to Levels 03 and 04 of the Office Administration - Health Services program may apply directly with the Coordinator.

Applications to full-time day Office Administration- General program must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, ON N1G 5J3
1-888-892-2228

Applications are available online at <http://www.ontariocolleges.ca/>.

Applications to the Office Administration- General program for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as spaces are available.

International applicants please visit this link for application process information:
<https://algonquincollege.force.com/myACint/>.

For further information on the admissions process, contact:

Registrar's Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632
Contact: <https://www.algonquincollege.com/ro>

Additional Information

PLEASE NOTE that in the Office Administration programs, there are certain courses where it is mandatory for the students to have a Windows-based computer as some of the software application functions used in the program do not run effectively on other platforms (even when running via Parallels on MAC). MAC laptops and Chromebooks will not be supported in the Office Administration programs.

Direct Entry to Second Year:

Students who have completed Algonquin's Office Administration-General Ontario College Certificate program or equivalent will be admitted directly into second year.

Police Records Check Documentation:

Though not an admission requirement, applicants must note important information listed below regarding Police Record Check program requirements. Students must provide a current Police Records Check for Service with the Vulnerable Sector (PRCSVS) prior to the deadline identified by the department, and students are responsible for any associated costs. If this documentation is not submitted on time, students may not qualify for field placement.

Field Placement Eligibility:

Field placement occurs in the second semester (Level 4) of the program. Hospitals and other

placement organizations require Health and Safety, WHMIS and OWSHA training, and in some cases, other approved public health training prior to placements. There are additional costs associated with training that should be anticipated by students, which are not covered by tuition fees. To be eligible for placement, you must submit proof of PRCSVS, and complete immunizations through ParaMed and pay associated costs. ParaMed services are the third-party provider who collects all field placement documentation for the Office Administration - Health Services Program.

Students must apply to the Office Administration - General Ontario College Certificate program at <http://www.ontariocolleges.ca/>.

Course Descriptions

ACC2207 Bookkeeping

The ability to accurately record day-to-day transactions is an essential skill for bookkeepers and office administration staff. Students complete the full accounting cycle from identifying and recording business transactions through to the preparation of financial statements using Generally Accepted Accounting Principles (GAAP). Activities focus on the manual preparation of accounting records.

Prerequisite(s): none
Corerequisite(s):none

ACC2208 Accounting Practices

Administrative professionals are often asked to contribute to the accounting process in small offices. Students develop an awareness of the underlying theory and principles of accounting. They acquire skill in analyzing, journalizing and posting financial transactions, and in summarizing these transactions in financial statements. Students also attain proficiency in the control of cash, banking, payroll and reporting procedures. These skills are developed through a series of activities and practical tests using a variety of tools including online tutorials and accounting software.

Prerequisite(s): ACC2207
Corerequisite(s):none

ENL1813B Communications I

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students develop stronger grammar and business-writing skills to become effective business communicators. Through a combination of lectures, exercises, and independent learning, students practise writing, speaking, reading, listening, locating and documenting information, and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s):none

ENL1962 English Fundamentals

Students develop language skills necessary to promote success in program courses and, ultimately, business careers. Students achieve correctness and mastery in writing sentences appropriate to a business environment through the study of English language usage, grammar, mechanics, and style. Skills acquired in these areas enable students to demonstrate competence in composing, editing, and proofreading written messages.

Prerequisite(s): none
Corerequisite(s):none

GED0210 General Education Elective

Students choose one course from a group of general education electives, which meets one of the following four theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, and Personal Understanding.

Prerequisite(s): none
Corerequisite(s):none

GED0210 General Education Elective

Students choose one course from a group of general education electives, which meets one of the following four theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, and Personal Understanding.

Prerequisite(s): none
Corerequisite(s):none

GED0210 General Education Elective

Students choose one course from a group of general education electives, which meets one of the following four theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, and Personal Understanding.

Prerequisite(s): none
Corerequisite(s):none

OFF2300 Advanced Word Processing

Efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks in the workplace. Students continue to develop their skills with office productivity tools. Through a series of activities and practical tests, students enhance their abilities with advanced word processing functions, ensuring that they are following instructions, proofreading and using software functions correctly.

Prerequisite(s): none
Corerequisite(s):none

OFF2302 Medical Terminology I

Health services assistants require strong medical terminology knowledge to function effectively in a health services office environment. In order to acquire this terminology, students are introduced to the elements of medical terminology through building using root words, suffixes and prefixes, while exploring the terminology associated with health care, whole body, musculoskeletal, hematology, integumentary, nervous, endocrine and immune systems, oncology and pharmacology. Familiarity with the pronunciation, spelling and usage of medical terminology is further developed through an interactive medical language skills lab. Students are also introduced to anatomy/physiology and common diseases/conditions in each body system, including the associated pharmaceuticals, diagnostic, laboratory and surgical procedures terminologies.

Prerequisite(s): none
Corerequisite(s):none

OFF2303 Medical Billing

Medical billing can be a health services assistant responsibility, which can also be outsourced. Students practice patient billing for insured and uninsured services using billing scenarios from a variety of health services environments and are introduced to OHIP coding and billing using the Schedule of Benefits, the Resource Manual for Physicians and an EMR system. Students gain an understanding of current government legislation, procedures for insured and uninsured billing, reconciliation and resubmission of claims through the understanding of error messages and explanation codes on Ministry reports.

Prerequisite(s): none
Corerequisite(s):none

OFF2305 Medical Terminology II

Health services assistants require strong terminology knowledge to function effectively. Students are introduced to the elements of medical terminology through building using root words, suffixes and prefixes, while exploring the terminology associated with senses, ophthalmology, cardiology, respirology, gastroenterology, urology, reproduction, obstetrics and pharmacology. Familiarity with the pronunciation, spelling and usage of medical terminology is developed. Students are also introduced to anatomy/physiology and common diseases/conditions in each body system, including the associated pharmaceuticals, diagnostic, laboratory and surgical procedures terminologies.

Prerequisite(s): OFF2302
Corerequisite(s):none

OFF2310 Health Services Administrative Procedures

Students develop knowledge of Ontario's health care system and the roles and responsibilities of a health services office assistant, health records clerk, and hospital/clinic unit clerk in order to effectively manage the day-to-day operations in any health care facility where health services administrative support is required. Students are uniquely trained for positions within the health services office including patient health information management, stakeholder management, records management, meeting preparation and minutes, safety and security, sensitivity, problem solving, ethics and physician orders. Students undertake a field project to interview a health services assistant to observe the operations and management of a health care environment.

Prerequisite(s): OFF2338
Corerequisite(s):none

OFF2312 Medical Transcription I

Accurate medical transcription and editing of voice files is a skill often used in health services offices and hospitals. Students are introduced to medical transcription techniques in order to transcribe and edit various medical documents and records using computer technology. Emphasis is placed on accuracy, proofreading, time management and comprehension of the terminology and context of the voice files. Students practise the various methods of receiving voice files from healthcare providers and the confidentiality, privacy and ethics involved in client documents. Voice files incorporate medical terminology from Medical Terminology I.

Prerequisite(s): ENL1962 and OFF2300
Corerequisite(s):none

OFF2325 Keyboarding 1

Learning and applying ergonomic techniques for touch keyboarding are essential skills in today's office environment. Students develop touch keyboarding skills using an automated software application in an online environment. Students learn to touch-key the alphabet and numbers, developing keyboarding accuracy and speed to meet productivity standards.

Prerequisite(s): none
Corerequisite(s):none

OFF2326 Digital Workspace Applications

In our rapidly evolving workspace environment, efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks. Beginning with the operating system, students develop a range of valuable skills to manage daily work flow including file management, digital communication tools, calendar management, and a variety of collaboration applications.

Prerequisite(s): none
Corerequisite(s):none

OFF2327 Keyboarding 2

Possessing efficient keyboarding skills are essential for productivity in today's office environment. Students continue to build on the keyboarding skills developed in level 1, increasing accuracy and

speed using an automated software application in an online environment to meet productivity standards.

Prerequisite(s): OFF2325
Corerequisite(s):none

OFF2335 Presentation Applications

Efficient use of presentation applications is vital in today's workplace. Students develop presentation software skills through a series of activities and practical tests, increasing abilities with presentation software. Emphasis is placed on following instructions, proofreading, and using software functions correctly.

Prerequisite(s): none
Corerequisite(s):none

OFF2336 Document Production 1

The ability to produce documents that meet acceptable Canadian business standards is an essential skill in today's office environment. Students develop skills creating and formatting documents for business-related correspondence with an emphasis on accuracy, ability to follow instructions, proofreading and editing, and the correct use of software functions.

Prerequisite(s): none
Corerequisite(s):none

OFF2337 Document Production 2

Business documents represent proof of an organization's communications and transactions and, as such, must be produced in an efficient and consistent manner. Students further develop productivity rates with an emphasis on following instructions, proofreading and editing, and correct use of software functions. Students create, edit, and format formal reports and more complex business correspondence.

Prerequisite(s): OFF2325 and OFF2336
Corerequisite(s):none

OFF2338 Administrative Skills and Procedures

Although tools and techniques may change, the role of the administrative professional remains a valuable asset in all types of organizations. With the increase in technology, the human touch remains a cornerstone of business interactions and achievement of goals. Topics explored include support staff responsibilities, time management, front-line reception and public relations, cultural diversity, records management, postal and courier services, reference sources, office organization and layout, ergonomics, time, work, and resource management, teamwork and problem solving, telecommunication techniques, services and equipment. Practical assignments and case studies examine both the organization and dissemination of oral and written communication.

Prerequisite(s): none
Corerequisite(s):none

OFF2395 Spreadsheet Applications (OA)

A spreadsheet application's ability to automate mathematical calculations has ensured it is one of the most popular types of business applications in the modern office. Students produce and format professional looking spreadsheets that include basic and complex mathematical formulas. In addition, the data in these spreadsheets are transformed into charts and tables in order to summarize, analyze, manipulate, and share spreadsheet data more effectively.

Prerequisite(s): none
Corerequisite(s):none

OFF2402 Medical Transcription II

Accurate medical transcription and editing of voice files is a skill often used in health services offices and hospitals. Students continue to apply medical transcription techniques in order to transcribe and edit various medical documents and records using computer technology. Emphasis is placed on accuracy, proofreading, time management and comprehension of the terminology and context of voice files. Voice files incorporate medical terminology from Medical Terminology II.

Prerequisite(s): OFF2312

Corerequisite(s):none

OFF2403 Health Services Integrated Projects I

Students work in a simulated health services office environment creating accurate documents and health records using an EMR system and various other software. Emphasis is placed on accuracy, time management and building keyboarding and data entry speeds. Students work through simulations in the areas of a community medicine, orthopedics, dermatology, neurology, hematology, and infectious diseases and immunology. Students use an EMR system to schedule patients, create and manage electronic health records and produce requisitions and documents.

Prerequisite(s): ENL1962 and OFF2300

Corerequisite(s):none

OFF2404 Health Services Integrated Projects II

Students work in a simulated health services office environment creating accurate documents and health records using an EMR system and various other software. Emphasis is placed upon accuracy, time management and building keyboarding and data-entry speeds. Students work through simulations in the areas of endocrinology, ophthalmology, cardiology, general surgery, gastroenterology, urology, obstetrics and gynecology. Students use an EMR system to schedule patients, create and manage electronic health records, produce requisitions and documents and record daily tasks and deadlines.

Prerequisite(s): OFF2403

Corerequisite(s):none

OFF2406 Health Services Simulated Practicum

Students in their graduating level, who are not participating in an external work placement, work within a variety of health care environments applying their practical skills and theoretical knowledge. Students are evaluated on the accuracy of their assigned tasks, undertake a self-assessment, and provide a reflection on the experience obtained.

Prerequisite(s): OFF2310 and OFF2403

Corerequisite(s):none

OFF2407 Health Services Work Placement

Students who meet established criteria undertake a work placement in a health services office environment where they have the opportunity to apply their practical skills and theoretical knowledge. Students receive an employer evaluation, undertake a self-assessment and provide a reflection on the experience obtained.

Prerequisite(s): OFF2310 and OFF2403

Corerequisite(s):none

QUA2227 Business Math Foundations

Students review the essentials of business mathematics. Ratio, proportion and percent are covered. Students also study payroll-type applications. Students study mark-up and mark-downs, cost-volume-profit analysis, simple and compound interest, compute measures of central tendency and dispersion.

Prerequisite(s): none
Corerequisite(s):none