Area of Interest: Business

Office Administration - Health Services

Ontario College Diploma
2 Years
Ottawa Campus

Our Program

Play a key role in operational success by specializing 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.
- Possess strong communication (written, verbal, technology) and interpersonal abilities.
- 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.
- Possess basic numeracy skills.

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.
- Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.
- 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**

<table>
<thead>
<tr>
<th>Level: 01</th>
<th>Courses</th>
<th>Hours</th>
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<tbody>
<tr>
<td>ENL1962</td>
<td>English Fundamentals</td>
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<tr>
<td>OFF2275</td>
<td>Document Production I</td>
<td>70.0</td>
</tr>
<tr>
<td>OFF2373</td>
<td>Administrative Procedures</td>
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</tr>
<tr>
<td>OFF2377</td>
<td>Computer and Presentation Applications</td>
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</tr>
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<td>OFF2378</td>
<td>Interpersonal Relations</td>
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<td>ACC2207</td>
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<tr>
<td>ENL1813B</td>
<td>Communications I</td>
<td>42.0</td>
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<tr>
<td>OFF2276</td>
<td>Document Production II</td>
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<td>OFF2300</td>
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<td>OFF2395</td>
<td>Spreadsheet Applications (OA)</td>
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Choose one from equivalencies:

<table>
<thead>
<tr>
<th>Courses</th>
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<tbody>
<tr>
<td>GED0210</td>
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<td>OFF2302</td>
<td>Medical Terminology I</td>
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<tr>
<td>OFF2310</td>
<td>Health Services Administrative Procedures</td>
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<td>Medical Transcription I</td>
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### Office Administration - Health Services

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#### English General Education Elective: choose 1

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<td>Canadian Identity</td>
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<td>ENL1726</td>
<td>Symbols, Text and Meaning</td>
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<td>ENL1798</td>
<td>Contemporary Canadian Issues</td>
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<td>ENL1825</td>
<td>Communication Dynamics</td>
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<tr>
<td>ENL1829</td>
<td>The Art of Oratory</td>
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<td>OFF2303</td>
<td>Medical Billing</td>
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<td>OFF2402</td>
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#### Elective: choose 1

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<th>Hours</th>
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<tr>
<td>OFF2407</td>
<td>Health Services Work Placement</td>
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### Fees for the 2020/2021 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](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](https://www.algonquincollege.com/ro).

Fees are subject to change.

Additional program related expenses include:
Books and supplies cost approximately $1,000 per year of Levels 3 and 4 and can be purchased at the campus store.

### Admission Requirements for the 2021/2022 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 Marketing, Entrepreneurship and Office Studies Department.

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### Application Information

**OFFICE ADMINISTRATION - HEALTH SERVICES**  
Program Code 0210F01FWO

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

ontariocolleges.ca  
60 Corporate Court
Applications are available online at [http://www.ontariocolleges.ca/](http://www.ontariocolleges.ca/). A $95 fee applies.

Applications 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 places are available.

International applicants applying from out-of-country can obtain the International Student Application Form at [https://algonquincollege.force.com/myACint/](https://algonquincollege.force.com/myACint/) or by contacting the Registrar’s Office.

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
Email: [mailto:AskUs@algonquincollege.com](mailto:AskUs@algonquincollege.com)

**Additional Information**

Programs at Algonquin College are Bring Your Own Device (BYOD). To see the BYOD requirements for your program, please visit: [https://www7.algonquincollege.com/byod/](https://www7.algonquincollege.com/byod/)

**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 OWHSA 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.

For information regarding the program, please contact Laura Vena, Program Coordinator, at 613-727-4723, ext. 3512, or at [mailto:venal@algonquincollege.com](mailto:venal@algonquincollege.com).

Students must apply to the Office Administration - General Ontario College Certificate program at [http://www.ontariocolleges.ca/](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 begin the accounting cycle, analyzing and recording business transactions and summarizing these transactions in financial statements using Generally Accepted Accounting Principles. Activities focus on the manual preparation of accounting records.

Prerequisite(s): QUA2227
Corerequisite(s): none
ACC2208 Accounting Practices

Administrative assistants 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 and OFF2395
Corerequisite(s): none

ENL1725 Canadian Identity

Canadian identity is challenging to define, but depictions of our multicultural society are found and explored in our writing. This course explores the importance of writers’ perceptions of Canada, how they promote their ideas through publishing, and how those published works have affected Canadian society in recent history. Students are introduced to a wide range of writing with the aim of exploring the theme of Canadian identity while enhancing students’ awareness of the ethical considerations necessary for a just society.

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

ENL1726 Symbols, Text and Meaning

Symbols and text are used to express, evoke, and manipulate an entire range of human emotions and reactions. In this interactive, discussion-based course, students will explore historical and contemporary approaches to using symbols, text, and language in conceptual and contemporary art, graphic design and advertising, poetry and lyrics, and in online technology. Through discussion, analysis, informal debate, and critical thinking, students will explore how symbols and text influence individuals, society and culture.

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

ENL1798 Contemporary Canadian Issues

A critical understanding of contemporary Canadian issues is vital to being an active member in our democratic society. Students explore a variety of topics and analyze their ethical implications and relevance to Canadian life. Discussions, debates and other collaborative activities offer opportunities to consider recent controversies from different perspectives, and use of a variety of media (e.g. newspapers, articles, and other resources online) allows for in-depth reflection on the history and current state of a range of social and political topics.

Prerequisite(s): none
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
ENL1825 Communication Dynamics

Humans are dynamic, communicative, and socially interactive. Participants consider human behaviour and its influence on interpersonal or impersonal connections with others by exploring theories and ethical considerations of conformity, obedience and persuasion. Special attention is paid to individual inner experiences, thoughts, feelings, emotions and introspections. Role play learning and case studies allow participants to reflect and build upon their own observations and experiences.

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

ENL1829 The Art of Oratory

From ghost stories around the campfire to political speeches by world leaders, ethical oratory plays a significant role in human interaction. Students examine the social significance of public speaking while developing a deeper understanding of the theory, science, elements of form, and persuasive devices underlying this art. Building on their own stories, students prepare, deliver, and critique group workshops, as well as design, deliver, and critique individual presentations.

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

ENV0002 Environmental Citizenship

Environmental citizenship is based on the principles of national citizenship, yet it goes beyond political borders to emphasize global environmental rights and responsibilities. An environmental citizen is committed to learning more about the environment and to taking responsible environmental action. Through a combination of interactive activities, assignments and discussions, students learn how they are personally connected with current environmental issues. Students are also encouraged to adopt attitudes and behaviours that foster global environmental responsibility.

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

OFF2275 Document Production I

Keyboarding is an essential skill in today's office environment as well as the ability to produce documents that meet acceptable Canadian business standards. Students develop skills in formatting documents for business-related correspondence with an emphasis on following instructions, proofreading and the correct use of software functions. Students are also assessed on keyboarding speed and accuracy to a minimum rate of 30 words per minute and a production
rate of 15 words per minute using word processing software.
Prerequisite(s): none
Corerequisite(s): none

OFF2276 Document Production II

Business documents represent proof of an organization’s communications and transactions and, as such, must be produced in an efficient and consistent manner. Students work to ensure that their keyboarding speed is up to 40 words per minute and that their production rate is up to 20 words per minute. With an emphasis on following instructions, proofreading and the correct use of software functions, students format complex business correspondence, formal reports and tables.

Prerequisite(s): OFF2275
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): OFF2275
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): OFF2373
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): OFF2302

**OFF2373 Administrative Procedures**

Although tools and techniques may change, the role of the administrative assistant remains a valuable asset in all types of organizations. Students construct an introductory awareness of the roles and responsibilities of administrative assistants. They also develop the skills used in a business office environment, including office organization and layout; ergonomics; time, work, and resource management; visual and electronic records management; as well as telecommunication techniques, services and equipment. Practical assignments and case studies examine both the organization and dissemination of oral and written communications.

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

**OFF2377 Computer and Presentation Applications**

Efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks in the workplace. Students develop their software skills through a series of activities and practical tests, and increase their abilities with presentation software, ensuring that they are following instructions, proofreading and using software functions correctly. Beginning with the operating system, students develop a range of valuable skills for computer operation, file management, email and electronic calendaring techniques.

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

**OFF2378 Interpersonal Relations**

In the context of increased use of technology in today’s workplace, the human touch remains a cornerstone of business interactions and the successful achievement of goals. Students analyze
interpersonal relations and effective digital communication in the workplace. Discussions and projects investigate important contemporary topics including cultural diversity, teamwork and problem solving. Students are provided with an opportunity to develop productivity, stress-management skills and other competencies for building relationships in the workplace.

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

OFF2395 Spreadsheet Applications (OA)

A spreadsheet application’s grid structure, allowing logical organization of data into tables, and its ability to automate mathematical calculations on that data, 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 and manipulate spreadsheet data more effectively. Finally, students exchange spreadsheet data with documents produced in other programs and share spreadsheet documents with colleagues and clients. Students develop these skills through a series of assignments and practical tests using both an online training tool and spreadsheet software.

Prerequisite(s): QUA2227 or QUA2210
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): OFF2305

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 Work Placement 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
Corequisite(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
Corequisite(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
Corequisite(s): none