



INFORMATION PACKAGE

Medical Office

Assistant

Associate Certificate

College
of New
Caledonia

CNC

Community & Continuing
Education



Thank you for your interest in the College of New Caledonia's Medical Office Assistant (MOA) Associate Certificate Program.

The Medical Office Assistant (MOA) plays a dynamic and vital role on medical office teams. MOAs perform administrative and clinical tasks to ensure offices and clinics of physicians, chiropractors, podiatrists and other health professionals run smoothly.

In this program, you will acquire skills to manage the medical office, to use effective oral and written communication techniques, and to demonstrate general office procedures, and administrative and time management skills. In addition, you will receive training on specialized software, the Medical Office Information System (MOIS), used throughout the north in public and private clinics.

COURSE INFORMATION

This 5-month program is comprised of 5 courses. Course materials are based on current industry standards and a hands-on practicum ensures that, upon graduation, you are fully qualified to launch a career in this dynamic field.

- MEDT 105 – Introduction to Medical Terminology
- MOAS 101 – Medical Office Assistant Procedures
- MOAS 103 – Medical Billing
- MOAS 107 – Mental Illness and Substance Use
- MOAS 109 – Medical Office Assistant Practicum

MEDT 105

Introduction to Medical Terminology

This course introduces students to medical terminology in both the written and the spoken forms. Students will be introduced to the construction of medical terms and will learn to analyze words to determine meaning. Students will learn and identify a variety of suffixes, prefixes and roots that compose medical terms. A knowledge of word parts and a comprehension of building skills will aid the student in understanding medical terminology, anatomical relations, and diseases.

MOAS 101

Medical Office Assistant Procedure

This course is an introduction to the responsibilities of a medical office assistant in a fully computerized, team based medical office. Topics covered include: office organization, medical procedures, scheduling, preparing clients for medical exams and external care providers. Students learn, as custodians of the client's chart, they are responsible for ensuring the patient data is accurate, current and confidential. They will learn to assist the physician or nurse practitioner with patient care, with managing chronic disease registries, and with related medical services. This course focuses on patient-centred care and communications skills.

MOAS 103

Medical Billing

This course is a general introduction to billing in a fully computerized general practitioner's office. Topics covered include optimizing billing opportunities for all visits including medical procedures, emergency visits, facility visits, maternity, delivery, chronic diseases, mental health and palliative care.

MOAS 107**Mental Illness & Substance Use**

This introductory course is designed to provide students with basic knowledge about mental illnesses and substance use. Through lectures and discussion, students will be offered the opportunity to gain an understanding of the impact of living with mental illness and/or substance use, and the essential tools and resources that may assist them to engage with people who might be struggling.

MOAS 109**Medical Office Assistant Practicum**

The Medical Office Assistant practicum will allow students to apply the skills and knowledge they have acquired in the classroom during the Medical Office Assistant program. Practicum placements are scheduled for 40 hours and will be in a medical office.

NRUA 179**Practicum**

This course will include an instructor-led orientation and a comprehensive practicum. All students will have the opportunity to apply and further develop the knowledge and skills they have acquired in the classroom to their practicum placement while working under the supervision of a qualified preceptor. Students should be aware that responsibilities and duties will vary among locations.

TIMETABLE

This 6-month part-time program is offered online *synchronously* (instructor led).

Classes take place on Tuesdays and Wednesdays from 6:00PM – 9:00PM and Saturdays from 8:30AM – 3:00PM.

Practicum placements will be scheduled outside of these regular class times.

Please note: All course dates and times are subject to change.

PROGRAM EXPECTATIONS

It is the responsibility of each student to be knowledgeable about their program regulations.

Students are expected to:

- Attend all classes, as all classes are mandatory.
- Have access to a computer and stable Internet.
- Have access to a web camera.
- Have a good working knowledge of Microsoft Excel, Word, and Outlook.
- Participate in educational experiences outside of typical hours and dates of most post-secondary courses.

PRACTICUM EXPECTATIONS

This program includes a 38-hour practicum placement in a physician's office, medical clinic, hospital or other healthcare facility.

Prior to the start of each practicum placement, students must demonstrate that they have fully met the placement requirements which will minimally include, but may not be limited to:

- Pre-Requisites for the practicum placement MOAS 101, MOAS 103, MOS 107, and MEDT 105 with a minimum B grade in each.
- A cleared Vulnerable Sector Police Check Standard.
- An up-to-date Immunization/Medical Review Screening.

Students who have not completed all placement requirements by the deadline given will not be assigned a practicum placement.

The practicum placement may or may not be in the student's home community. CNC will assign all placements. While every effort will be made to accommodate the student's preferred location, CNC reserves the right to determine the appropriateness of any placement.

Students are responsible for ensuring they are available for the practicum dates and times that are assigned to them. During their practicum placement, a student will be obligated to participate outside of the typical hours and days of their regular schedule.

Students must arrange for their own transportation to and from the practicum site.

Attendance at the practicum site is mandatory.

Students are expected to follow the College's Standards of Conduct and must adhere to the policies and procedures set forth by the host organization while completing their practicum placement.

During your practicum you are required to comply with the institutional dress code and to apply Personal Protective Equipment (PPE).

REQUISITE SKILLS AND ABILITIES

Medical Office Assistants (MOAs) must possess strong client-service skills as well as excellent organization and communication skills.

The following health and personal attributes are recommended to ensure the best possible chance of success in this program.

Cognitive

- Remember information over a brief period of time and from past experiences.
- Problem solve and reason to develop professional judgment, exercise critical inquiry skills to develop professional judgment.
- Apply mathematical skills and abilities to add, subtract, multiply and divide.

Communication

- Speak, understand and write English well enough to avoid mixing up words and meanings.
- Recognize your own non-verbal signals and interpret non-verbal signals from others while considering individual differences in expression and associated meanings.

Behavioral

- Mature, independent, with strong diplomacy skills.
- Manage own behavior well enough to act in a safe, competent and ethical manner.
- Engage with self and others to create a safe environment.
- Respond appropriately in situations that are stressful or involve conflict.
- Fulfill responsibility as part of a team, etc.

Interpersonal

- Develop relationships and rapport with individuals and groups.
- Recognize the needs of clients and colleagues.

Physical

- Participate in educational activities.
- Stand maintain balance.
- Perform repetitive movements.
- Bend, reach, lift, walk, climb, carry objects, etc.

Perceptual

- Perceive with sight, hearing and touch each well enough to be safe and participate in educational activities.

Environmental

- Function in the presence of noxious smells, disease agents, distractions, noise, chemicals and the unpredictable behavior of others.
- Able to work shift work, including evenings and weekends.
- Awareness that people with sensitive skin and/or allergies may be affected by some materials used in the profession such as latex, sterilizing chemicals. If you have any health problems associated with the use of latex products, it would be advisable to consult with your physician prior to entering the program.

ENTRY REQUIREMENTS

Applicants to the program must have:

1. Successful completion of Grade 12 or equivalent.
2. English Studies 12, English First Peoples 12, or ENGL 050, or ENGL 051 or equivalent (minimum "C").

3. Minimum typing speed of 35 NWPM. The typing test must be invigilated by an approved testing centre. It is free of charge if taken at CNC's Testing and Tutoring after you have submitted your application. (You must book in advance: 250 561-5837, or tts@cnc.bc.ca, or book in person.)

PROGRAM REQUIREMENTS

Once accepted into the Medical Office Assistant Associate Certificate program, students will be required to:

1. Complete official college forms certifying current immunizations as per the Practice Education Guidelines for B.C. and as required by provincial health authorities. Failure to comply with immunization guidelines may prevent you from entering the practicum component of the program and therefore make you not eligible to graduate from the program.
2. Complete a Criminal Record Check (CRC) from the Ministry of Public Safety and Solicitor General. A search which identifies relevant criminal convictions may prevent you from entering the practicum component of the program and therefore make you not eligible to graduate from the program.

TUITION

Once accepted to the program, applicants will be required to pay a non-refundable seat deposit of \$300. This seat deposit will be applied to the applicant's first semester tuition. Students are charged per semester for the courses they are registered in. Each semester students will register in the next semester courses and a new tuition charges will be placed on student accounts.

EMPLOYMENT PROSPECTS

Upon successful completion of this program, graduates are qualified to work in a variety of setting including but not limited to physician's offices, hospitals, long-term care facilities, medical clinics, and other healthcare centres.

HOW TO APPLY

Complete the online application through [EducationPlannerBC](#).

Three to four weeks after we receive your application, you will receive a letter with detailed information about your program; including admission requirements, important dates and contacts, and information about tuition fees. If you haven't received this letter after four weeks, please contact us to make sure we received your application. All application are reviewed on a first-come, first-completed basis.

PLEASE NOTE: THIS IS A COST-RECOVERY PROGRAM. IF THIS PROGRAM IS UNDER-ENROLLED TWO WEEKS PRIOR TO THE START DATE, THIS PROGRAM MAY BE CANCELLED

