

## **OFFICE ADMINISTRATION - HEALTH SERVICES**

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### **Program Outline**

<b>Major:</b>	OFAH
<b>Length:</b>	2 Years
<b>Delivery:</b>	4 Semesters
<b>Credential:</b>	Ontario College Diploma
<b>Effective:</b>	2016-2017
<b>Location:</b>	Barrie, Orangeville, South Georgian Bay
<b>Start:</b>	Fall (Barrie, Orangeville, South Georgian Bay), Winter (Barrie)

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### **Description**

Students acquire the knowledge and skills required to perform in the administrative health field. Students learn document production, medical terminology, transcription, electronic health records, human anatomy, as well as courses in communication and social sciences. Students have the opportunity for hands-on learning.

Initially, students in all Office Administration streams enroll in a common first semester. Eligible students in this program are offered the opportunity for office experience within the health services community.

### **Career Opportunities**

Graduates from this program may find employment in medical practitioners' offices, nursing care facilities, and hospitals. However, there are also career opportunities with drug companies; provincial and federal governments; medical services in industry; clinics; alternative medical practices such as naturopathy, homeopathy, acupuncture, shiatsu; and other areas of health services as well as general offices.

### **Program 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;
- apply basic entrepreneurial strategies employing critical thinking and ethics within the health services field;
- employ environmentally sustainable practices within the industry.

### **The Program Progression:**

Fall Intake - Barrie

Sem 1		Sem 2		Sem 3		Sem 4
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Fall		Winter		Fall		Winter
2016		2017		2017		2018

Fall Intake - Orangeville, South Georgian Bay

Sem 1		Sem 2		Sem 3		Sem 4
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Fall		Winter		Summer		Fall
2016		2017		2017		2017

Winter Intake - Barrie

Sem 1		Sem 2		Sem 3		Sem 4
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Winter		Summer		Fall		Winter
2017		2017		2017		2018

**Articulation:**

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program co-ordinator for specific details if you are interested in pursuing such an option. Additional information can be found on our website at <http://www.georgiancollege.ca/admissions/credit-transfer/>

**Admission Requirements:**

OSSD or equivalent with  
- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: [www.georgiancollege.ca/admissions/policies-procedures/](http://www.georgiancollege.ca/admissions/policies-procedures/)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit Transfer Centre website for details: [www.georgiancollege.ca/admissions/credit-transfer/](http://www.georgiancollege.ca/admissions/credit-transfer/)

**Graduation Requirements:**

- 19 Mandatory Courses
- 2 Communications Courses
- 3 General Education Courses

**Graduation Eligibility:**

To graduate from this program, the passing weighted average for promotion through each semester, from year to year, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

### Mandatory Courses

COMP1012	Introduction to Business Documentation
COMP1013	Advanced Business Documentation
COMP1048	Introduction to Keyboarding
COMP2026	Integrated Office Simulations
COMP2027	Computerized Administrative Simulations
MATH1034	Office Mathematics Applications
OFAD1001	Office Procedures and Strategies
OFAD1003	Multi-Media Language Processing
OFAD1006	Introduction to Medical Terminology
OFAD1007	Computer Applications 1 for the Office
OFAD1020	Computer Applications 2 for the Office
OFAD2000	Anatomy for Health Services 1
OFAD2001	Health Services Transcription 1
OFAD2004	Health Services Transcription 2
OFAD2006	Anatomy for Health Services 2
OFAD2014	Bookkeeping for the Office Professional
OFAD2015	Administrative Support and Records Management
OFAD2025	Electronic Medical Office
OFAD2026	Ontario Health Insurance Plan (OHIP) for Health Services

### Communications Courses

To be selected at time of registration from the College list, as determined by testing.

### General Education Courses

To be selected from College list

### Course Descriptions:

COMP1012 Introduction to Business Documentation 42.0 Hours

Students develop introductory skills in word processing and document design and formatting. Emphasis is placed on accuracy and efficiency. Keyboarding skill using the correct touch technique is highly recommended.

COMP1013 Advanced Business Documentation 42.0 Hours

Students further their development of touch keyboarding techniques as well as advanced skills in business formatting and documentation. Emphasis is placed on the efficient production of business applications, using advanced features of current word processing software. The minimum keyboarding speed in this course is 45 net words per minute.

P- COMP1012 Introduction to Business Documentation and P- COMP1048 Introduction to Keyboarding

COMP1048 Introduction to Keyboarding 42.0 Hours

Students build proficient keyboarding skills, including using correct touch technique. Emphasis is placed on accuracy and efficiency.

COMP2026 Integrated Office Simulations 42.0 Hours

Students are provided the opportunity to work in a team and independently in order to organize and produce multi-task projects. Emphasis will be placed on self-directed research to assess the most appropriate software and software functions in order to complete a job. The minimum keyboarding speed for this course is 50 net words per minute.

P- COMP1013 Advanced Business Documentation

COMP2027 Computerized Administrative Simulations 42.0 Hours

Students are provided with integrated administrative simulations designed to build skills in the areas of information management, computer software, problem solving, decision making, communications, and teamwork. Simulation projects are based on actual office situations that utilize the skills necessary to perform in today's workplace. The minimum keyboarding speed in this course is 60 net words per minute.

P- COMP2026 Integrated Office Simulations

MATH1034 Office Mathematics Applications 42.0 Hours

Students are introduced to the mathematical concepts and formulas commonly used by office administrators in a business environment. They learn commercial math, computing percentages for payroll and taxes, currency conversion, and simple and compounding interest with annuities for investments and debt. Students apply their knowledge of spreadsheet software with these mathematical concepts.

P- OFAD1007 Computer Applications 1 for the Office

OFAD1001 Office Procedures and Strategies 42.0 Hours

Students are introduced to current office procedures necessary to perform administrative support functions as well as an opportunity to develop learning strategies that will prepare the student to confront academic, personal, and career challenges. A combination of practical tasks and processes provides a solid foundation for those entering administrative careers.

OFAD1003 Multi-Media Language Processing 42.0 Hours

Students develop skills needed to transcribe a variety of dictated material to mailable office standards using digital transcribers, CD ROMs, and current word processing software. Business vocabulary from a variety of employment areas is introduced. Grammar rules, spelling, keyboarding, and language skills are integral components of this course.

P- COMP1048 Introduction to Keyboarding

OFAD1006 Introduction to Medical Terminology 42.0 Hours

Students learn medical terminology necessary to equip them with the required vocabulary to prepare a variety of dictated medical correspondence to mailable standards. Ethical and cultural issues relating to the medical environment are discussed and students do literary and internet research to prepare presentations related to cultural issues.

OFAD1007 Computer Applications 1 for the Office 42.0 Hours

Students gain introductory development of spreadsheet and presentation design skills, by learning how to organize, calculate, manipulate and use graph data. A variety of financial functions and formula entries are explored. Students work with multiple worksheets and workbooks as well as use presentation software to prepare professional-looking presentations.

OFAD1020 Computer Applications 2 for the Office 42.0 Hours

Students take their introductory skills and further their development by learning the advanced use of spreadsheet with introductory concepts of database design and development. Students use spreadsheet and database software to create, enhance, and format documents.

P- OFAD1007 Computer Applications 1 for the Office

OFAD2000 Anatomy for Health Services 1 42.0 Hours

Students further develop skills in medical terminology by presenting definitions and spelling of medical and scientific terms and analyzing those terms. Anatomy and physiology are studied in relation to the structure and function of the body and the interaction in maintaining homeostasis.

P- OFAD1006 Introduction to Medical Terminology

OFAD2001 Health Services Transcription 1 42.0 Hours

Students are provided comprehensive training in medical transcription. Medical terms and vocabulary are used in the transcription of medical reports. Emphasis is placed on medical language skills, set up of medical reports, and upgrading of transcription skills.

P- OFAD1003 Multi-Media Language Processing and P- OFAD1006 Introduction to Medical Terminology

OFAD2004 Health Services Transcription 2 42.0 Hours

Students develop advanced medical language and transcription skills using medical dictation to apply medical terminology within medical reports. Emphasis is placed on medical language skills and set up of medical reports to advance their transcription skills.

P- OFAD2001 Health Services Transcription 1

OFAD2006 Anatomyfor Health Services 2 42.0 Hours

Students continue to develop skills in medical terminology by presenting definitions, spelling of medical and scientific terms, subsequently analyzing those terms. Anatomy and physiology are studied as they relate to the structure and function of the body and the interaction in maintaining homeostasis.

P- OFAD1006 Introduction to Medical Terminology and P- OFAD2000 Anatomy for Health Services 1

#### OFAD2014 Bookkeeping for the Office Professional 42.0 Hours

Students are provided with knowledge of basic accounting practices in accordance with Generally Accepted Accounting Principles (GAAP). Students are taught the steps of the accounting cycle leading to the preparation of financial statements within a service business context. Included are topics such as preparing journal entries, posting to the ledger, the trial balance, payroll, bank reconciliations and HST remittance.

#### OFAD2015 Administrative Support and Records Management 42.0 Hours

Students are provided further development of progressive business practices necessary for entry into today's workplace. Emphasis is placed on business travel; international customs; meetings and conferences; reference resources; office communication; and records management, both paper based and electronic. Students develop team-building skills, exercise critical-thinking and problem-solving skills, and participate in constructive classroom interaction.

#### OFAD2025 Electronic Medical Office 42.0 Hours

Students learn an electronic medical records system to handle patients' charts, to create and file documents, to manipulate an appointment calendar, and create letters. They also learn preventative care, government reporting, privacy and confidentiality in the medical environment, and communication using a clinical management system. Students delve into multicultural topics as it relates to Canada's multicultural environment and the Canadian medical health care system. This includes responsibilities and obligations of a health office professional surrounding patient care, confidentiality of information, and EMR protocol.

P- OFAD1003 Multi-Media Language Processing and P- OFAD1006 Introduction to Medical Terminology

#### OFAD2026 Ontario Health Insurance Plan (OHIP) for Health Services 42.0 Hours

Students learn the use of an electronic medical records system to register patients, make electronic appointments and complete electronic OHIP billing for a general practitioner and specialist's office as well as WSIB claims. Students acquire knowledge in the OHIP remittance cycle. Eligible students are offered the opportunity for office experience within the health services community.

P- OFAD2025 Electronic Medical Office

**Course Description Legend**

P = Prerequisite; C = Concurrent prerequisite; CO= Corequisite

*Information contained in College documents respecting programs is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs. The college reserves the right to add or delete programs, options, courses, timetables or campus locations subject to sufficient enrolment, and the availability of courses.*