The Dental Office Administration program will equip you with the office administrative skills and clinical knowledge necessary to work effectively in a dental practice.

You will study dental office procedures such as:

- preparation and maintenance of client records
- inventory systems
- recall systems
- appointment scheduling
- dental insurance
- accounting
- computer literacy (including dental software)
- oro-facial anatomy
- terminology
- basic clinical dentistry theory

Students may have the opportunity to gain practical experience through exposure to the operation of our WAVE Dental Clinic located on-site at the Daphne Cockwell Centre for Health Sciences, Waterfront Campus.

FIELD EDUCATION OPTIONS

Field placements typically take place in either a general or specialty dental practice.

PROGRAM STANDARDS AND LEARNING OUTCOMES

The graduate has reliably demonstrated the ability to:

1. Set up office systems.
2. Organize and coordinate appointments.
3. Maintain and manage patient records.
5. Employ correct methods of processing insurance claims.
6. Utilize micro-computer systems.
7. Mount and store dental radiographs.

REQUIRED COURSES

<table>
<thead>
<tr>
<th>SEMESTER 1</th>
<th>Code</th>
<th>Course name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ANAT1032</td>
<td>Anatomy and Terminology I</td>
</tr>
<tr>
<td></td>
<td>CLIN1001</td>
<td>The Clinical Environment I</td>
</tr>
<tr>
<td></td>
<td>DENT1109</td>
<td>Dental Office Theory I</td>
</tr>
<tr>
<td></td>
<td>DENT1111</td>
<td>Dental Software I</td>
</tr>
<tr>
<td></td>
<td>DENT1120</td>
<td>Transition to Work</td>
</tr>
<tr>
<td></td>
<td>DENT1121</td>
<td>The Dynamic Dental Practice</td>
</tr>
<tr>
<td></td>
<td>COMM1007</td>
<td>College English</td>
</tr>
<tr>
<td></td>
<td>GNED</td>
<td>General Education Elective</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEMESTER 2</th>
<th>Code</th>
<th>Course name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ANAT1059</td>
<td>Anatomy and Terminology II</td>
</tr>
<tr>
<td></td>
<td>CLIN1002</td>
<td>The Clinical Environment II</td>
</tr>
<tr>
<td></td>
<td>DENT1122</td>
<td>Dental Office Theory II</td>
</tr>
<tr>
<td></td>
<td>DENT1123</td>
<td>Dental Software II</td>
</tr>
<tr>
<td></td>
<td>DENT1125</td>
<td>Field Education</td>
</tr>
<tr>
<td></td>
<td>GSSC1053</td>
<td>Collaborative Health Care in Canada</td>
</tr>
<tr>
<td></td>
<td>HLTH1024</td>
<td>Introduction to Health-Care Law</td>
</tr>
<tr>
<td></td>
<td>HRM1012</td>
<td>Developing People</td>
</tr>
</tbody>
</table>
YOUR CAREER

Upon graduation you will be prepared to become an integral part of a dental health-care team.

Our graduates have found employment as administrative dental assistants within:

- dental practices
- specialty group practices
- dental insurance companies

With experience, you may advance in your career to become a treatment coordinator, supervisor or office manager.

Graduates are eligible to write the Ontario Dental Assistants Association (ODAA) Certified Dental Receptionist (CDR) examination. If successful, they are recognized as Certified Dental Receptionists. Please visit the Ontario Dental Assistants Association website⁴ to learn more about this certification and the associated fees.

ADMISSION REQUIREMENTS

Applicants are selected on the basis of their academic achievement, including the required courses, and the selection criteria outlined below.

- Ontario Secondary School Diploma or equivalent**
- Grade 12 English (C or U)
- Attending an information session is highly recommended
- Basic knowledge of keyboarding skills is recommended.
- Basic knowledge of computer skills is recommended.

** MATURE STUDENT STATUS (19 YEARS OF AGE OR OLDER AND NO OSSD)

Mature Students may take the Admissions Assessment for English⁵, OR may consider upgrading to achieve the credit(s) needed in English⁶.

Please note that George Brown is committed to ensuring that applicants will succeed in their program of choice and meeting the minimum requirements does not guarantee admission to the program. Applicants may be required to have grades higher than the minimum requirements stated.

COURSE EXEMPTIONS

College or university credits may qualify you for course exemptions. Please visit georgebrown.ca/transferguide for more information.

INTERNATIONAL STUDENTS

Visit the International Admissions⁷ page for more information.

CONTACT US

For more information, contact the School of Health Services Management at 416-415-5000, ext. 4542 or email kcallemartinez@georgebrown.ca.

Visit georgebrown.ca/s115_info for a list of current information session dates and times.

VISIT OUR CAMPUS

Register for an information session⁸ where you can:
- Talk to faculty in greater detail.
- Check out our WAVE Clinics⁹.
- Meet potential classmates.
- Visit the Daphne Cockwell Centre for Health Sciences, Waterfront Campus where your classes will be held.

George Brown College is continually striving to improve its programs and their delivery. The information contained in this calendar is subject to change without notice. It should not be viewed as a representation, offer or warranty. Students are responsible for verifying George Brown College admission, graduation, and fee requirements as well as any requirements of outside institutions, industry associations, or other bodies that may award additional designations concurrently with, or after completion of, a George Brown College program.

LINKS REFERENCE

²http://www.georgebrown.ca/international/futurestudents/tuitionfees/
³http://www.georgebrown.ca/wave/dentalclinic/
⁴http://www.odaa.org
⁵http://www.georgebrown.ca/assessment/admi-pre/
⁶http://www.georgebrown.ca/upgrading-credits/english-diploma/
⁷http://www.georgebrown.ca/international/futurestudents/applynow/
⁸http://www.georgebrown.ca/s115_info/
⁹http://www.georgebrown.ca/wave/
Health Information Management is a two-year diploma program (fully accredited by the Canadian Health Information Management Association) focused on providing the skills and knowledge needed by health information practitioners. It prepares graduates to participate in the collection and organization of health information.

Curriculum content emphasizes:

- biomedical sciences
- health informatics
- health record systems
- medical classification systems and coding
- data collection
- statistical analysis and presentation
- health-care legislation

Graduates are eligible to write the Canadian Health Information Management Association national certification examination. Please visit the Canadian Health Information Management Association website³ to learn more about this certification and the associated exam fee.

Note: Students in this program will be required to provide their own laptop computer for the duration of the program. Details regarding specifications will be provided.

Program Standards and Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Keep current with relevant local, national and global health care and health information management issues, trends, technologies and standards to support health information management systems and processes and guide professional development.
2. Assess personal health information from individual client visits for accuracy, completeness and consistency using knowledge of biomedical sciences, medical diagnoses and interventions, causes of diseases, and medical terminology, abbreviations and acronyms.
Apply current, accurate codes and standards to relevant personal health information from individual client visits using health information, coding, classification and abstracting systems proficiently.

Comply with the legal obligations, as well as with the professional, ethical and organizational standards that ensure privacy, security and confidentiality in the access, retention, storage and disposal of personal health information.

Contribute to the development, implementation and evaluation of health information management practices, policies and processes to support client care, organizational goals, operations, and regulatory compliance.

Participate in maintaining the completeness, accuracy, consistency, timeliness and integrity of health information throughout the management of its lifecycle.

Use knowledge of systems interoperability standards, database architecture, software versioning, classification and terminology mapping, data collection requirements, legal obligations, and the health information management lifecycle, and apply fundamental project management principles and practices to support the procurement and implementation of health information management systems.

Retrieve and release personal health information in response to legitimate requests, in accordance with statutory requirements, and within specified deadlines.

Participate in the retrieval, analysis and presentation of relevant health information to stakeholders to support organizational decision-making, epidemiological studies and clinical research.

Work professionally, ethically and collaboratively with stakeholders and as a member of the interdisciplinary health care team, within a structured, regulated and evolving system of health care, to enhance the collection, distribution, use, security and awareness of quality health information and its impact on client care.

Use current and emerging technologies to support the management, analysis and presentation of health information.

**REQUIRED COURSES**

**SEMESTER 1**

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSCI1106</td>
<td>Anatomy and Physiology</td>
</tr>
<tr>
<td>PATH1001</td>
<td>Pathophysiology I: Microbiology</td>
</tr>
<tr>
<td>RECM1001</td>
<td>Introduction to Health Information Management</td>
</tr>
<tr>
<td>RECM1005</td>
<td>Medical Terminology I</td>
</tr>
<tr>
<td>LAW2008</td>
<td>Health-care Law</td>
</tr>
<tr>
<td>MATH1112</td>
<td>Fundamental Mathematics for Health Information Management</td>
</tr>
<tr>
<td>COMM1007</td>
<td>College English</td>
</tr>
</tbody>
</table>

**SEMESTER 2**

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSCI1113</td>
<td>Anatomy and Physiology/Genetics</td>
</tr>
<tr>
<td>PATH1005</td>
<td>Pathophysiology II</td>
</tr>
<tr>
<td>RECM2002</td>
<td>Canadian Health Care and Health Information Management</td>
</tr>
<tr>
<td>RECM1011</td>
<td>Medical Terminology II</td>
</tr>
<tr>
<td>STAT1013</td>
<td>Quantitative Methods and Hospital Statistics</td>
</tr>
<tr>
<td>COMP1007</td>
<td>Excel Applications</td>
</tr>
<tr>
<td>RECM1022</td>
<td>Transition to Employment</td>
</tr>
</tbody>
</table>

**SEMESTER 3**

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECM1003</td>
<td>Health Information Coding Classification I</td>
</tr>
<tr>
<td>RECM2010</td>
<td>Health Information Management Field Education I</td>
</tr>
<tr>
<td>RECM2004</td>
<td>Management and Leadership</td>
</tr>
<tr>
<td>LAW2023</td>
<td>Privacy and Release of Information</td>
</tr>
<tr>
<td>STAT2001</td>
<td>Inferential Statistics and Research Methods</td>
</tr>
<tr>
<td>COMP1227</td>
<td>Excel II</td>
</tr>
<tr>
<td>GNED</td>
<td>General Education Elective</td>
</tr>
</tbody>
</table>

**SEMESTER 4**

<table>
<thead>
<tr>
<th>Code</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECM2014</td>
<td>Health Information Systems</td>
</tr>
<tr>
<td>RECM2007</td>
<td>Health Data Management</td>
</tr>
<tr>
<td>RECM2011</td>
<td>Health Information Management Field Education II</td>
</tr>
<tr>
<td>RECM2015</td>
<td>Health Information Coding Classification II</td>
</tr>
<tr>
<td>EPID2001</td>
<td>Epidemiology</td>
</tr>
<tr>
<td>GNED</td>
<td>General Education Elective</td>
</tr>
</tbody>
</table>

**YOUR CAREER**

Health Information Management practitioners are in demand as key members of the health-care community. They work closely with many other health-care professionals to contribute to the management of health information and quality care.

Employment opportunities exist within the public and private sectors at:

- acute care hospitals
- primary healthcare teams
- ambulatory care facilities
- workplace health and safety boards
- health record consulting firms
- Canadian Institute of Health Information
- specialized hospitals
- community care centres
- Ministries of Health
- computer companies
- research centres
- insurance companies

Health Information Management practitioners:
• Work with health-care providers and stakeholders to transition from the paper health record to the electronic health record.
• Develop, implement and maintain health information systems.
• Protect patient information and promote confidentiality awareness.
• Control the release of medico-legal information.
• Evaluate standards of documentation according to established criteria.
• Provide essential information for clinical research, quality improvement, utilization review, budgeting and other administrative applications.

FUTURE STUDY OPTIONS

Health Information Management graduates who are certified with the Canadian Health Information Management Association may apply to Ryerson University to complete the Health Information Management degree program. Graduates of our program may also apply to the Bachelor of Applied Health Information Science (BA HIS) degree at Conestoga College. Graduates are eligible to enter the 2-year BA HIS bridging program.

For further information, see georgebrown.ca/transferguide

ADMISSION REQUIREMENTS

Applicants are selected on the basis of their academic achievement, including the required courses, and any other selection criteria outlined below.

• Ontario Secondary School Diploma or equivalent**
• Grade 12 English (C or U)
• Grade 11 Math (M or U) or Grade 12 (C or U)
• Grade 11 Biology (C or U) or Grade 12 (U); or Grade 11 Physics (U) or Grade 12 (C or U); or Grade 11 Chemistry (U) or Grade 12 (C or U).
• A minimum grade of 70 is required in English, Mathematics and Science (biology preferred) courses.
• Attending an information session is strongly recommended.
• A working knowledge of Microsoft applications (Word, Excel, Outlook) is strongly recommended.

** MATURE STUDENT STATUS (19 YEARS OF AGE OR OLDER AND NO OSSD)

Mature Students may take the Admissions Assessment4 for English, Math or Science, OR may consider upgrading to achieve the credit(s) needed in English5, Math6 or Science7.

Please note that George Brown is committed to ensuring that applicants will succeed in their program of choice and meeting the minimum requirements does not guarantee admission to the program. Applicants may be required to have grades higher than the minimum requirements stated.

COURSE EXEMPTIONS

College or university credits may qualify you for course exemptions. Please visit georgebrown.ca/transferguide for more information.

INTERNATIONAL STUDENTS

Visit the International Admissions8 page for more information.

SPECIAL REQUIREMENTS

PRE-PLACEMENT HEALTH FORM

• Upon confirmation of acceptance into this program, students must meet all the mandatory pre-placement health requirements for the program. It may take up to four months to complete all the requirements.
• All costs, service fees and fines associated with the overall health requirements are the responsibility of the student.

For further details and to download the mandatory pre-placement health form, go to the Pre-placement website at georgebrown.ca/preplacement

Police Vulnerable Sector Check (must be valid annually)

• In compliance with the requirements of our placement partners, all students in this program are required to have a police vulnerable sector check completed, and this check must be renewed annually before entering into field or clinical placement.
• The police vulnerable sector check process typically takes two to three months, but under some circumstances can take four to eight months. This is required to protect the clientele of our placement partner agencies, who are considered “vulnerable persons” under the law.
• Students are responsible for ensuring that the police vulnerable sector check covers appropriateness for “individuals being employed and/or volunteering who will be working with vulnerable person(s).”
• Students are required to keep the original copy of their police vulnerable sector check.
• Students who are unable to provide a “clear” police vulnerable sector check may not be able to start their field or clinical placement and therefore may be unable to complete the program. Students who are not eligible to attend their practice placement due to a “not clear” status will jeopardize their progress in the program.
• Failure to meet the requirements for field placement will prevent students from completing the program and/or securing employment.
• The fees for the police record check vary and must be paid by the student. For more information, please visit the Pre-placement website at georgebrown.ca/preplacement

CONTACT US

For more information, contact the School of Health Services Management at 416-415-5000, ext. 4542 or email kcallemartinez@georgebrown.ca.
You may also call the George Brown College Contact Centre at 416-415-2000 (TTY 1-877-515-5559) or long distance 1-800-265-2002.
George Brown College is continually striving to improve its programs and their delivery. The information contained in this calendar is subject to change without notice. It should not be viewed as a representation, offer or warranty. Students are responsible for verifying George Brown College admission, graduation, and fee requirements as well as any requirements of outside institutions, industry associations, or other bodies that may award additional designations concurrently with, or after completion of, a George Brown College program.
OFFICE ADMINISTRATION - HEALTH SERVICES PROGRAM (S135)

<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>Office Administration – Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE CODE</td>
<td>S135</td>
</tr>
<tr>
<td>SCHOOL</td>
<td>School of Health Services Management</td>
</tr>
<tr>
<td>CENTRE</td>
<td>Health Sciences</td>
</tr>
<tr>
<td>LOCATION</td>
<td>Waterfront Campus</td>
</tr>
<tr>
<td>DURATION</td>
<td>2 years (4 semesters)</td>
</tr>
<tr>
<td>FIELD EDUCATION</td>
<td>Field Placement</td>
</tr>
<tr>
<td>STARTING MONTH</td>
<td>September, January</td>
</tr>
<tr>
<td>CREDENTIAL</td>
<td>Ontario College Diploma</td>
</tr>
<tr>
<td>YEAR OF STUDY</td>
<td>2018-2019</td>
</tr>
<tr>
<td>METHOD OF STUDY</td>
<td>FT</td>
</tr>
<tr>
<td>APPLY TO</td>
<td>Ontario Colleges¹</td>
</tr>
</tbody>
</table>

Office Administration – Health Services is a two-year diploma program that will prepare you to work effectively and efficiently in a health-care office environment. These often dynamic settings can require a broad range of skills, including both technical and soft skills.

Some of the practical and technical skills include:

- computer applications and software
- medical terminology and anatomy
- transcription
- administrative and clinical office procedures
- billing for medical office settings
- health-care law

We'll also prepare you to communicate effectively in a medical office environment by teaching you:

- active listening
- effective writing for business communication
- oral communication skills

PART TIME STUDY OPTIONS

The full-time program does not offer a part-time study option, however, George Brown College Continuing Education does offer evening and weekend courses toward a certificate in the Medical Office Assistant program. For the Continuing Education Course Guide visit coned.georgebrown.ca.

You may receive recognition in the full-time program for courses taken in this certificate, subject to assessment by the program co-ordinator.

FIELD EDUCATIONOPTIONS

In the final semester, you will have the opportunity to practice your new skills and make important contacts during a field placement experience in a healthcare setting.

Tuition

$3,955.00 *

ADDITIONAL COST

* Amounts listed are the total of tuition, materials, student service and ancillary fees for the first two semesters of programs starting in fall 2017. Fees are subject to change for programs starting in fall 2018 and at later dates.

International students: Visit the International Fees and Related Costs page for more information.

PROGRAM STANDARDS AND LEARNING OUTCOMES

The graduate has reliably demonstrated the ability to:

1. Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
2. Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.
3. Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information.
4. Operate and provide support to others related to the use of office equipment and technologies.
5. Evaluate, establish and administer health records management systems to ensure confidential, secure, accessible and organized electronic and paper records.
6. Produce financial and client billing records for health services by compiling relevant information and using accounting software.
7. Produce health documents and reports using available technologies and applying industry standards.
8. Use interpersonal and client service skills to respond to the diverse needs of clients, their family members and the health care team.
9. Identify and use non-invasive clinical tasks to support effective and efficient health service operations.

REQUIRED COURSES

<table>
<thead>
<tr>
<th>SEMESTER 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
</tr>
<tr>
<td>COMP1206</td>
</tr>
<tr>
<td>KB1002</td>
</tr>
<tr>
<td>SCI1015</td>
</tr>
<tr>
<td>STS1034</td>
</tr>
<tr>
<td>COMM1007</td>
</tr>
<tr>
<td>GNED</td>
</tr>
</tbody>
</table>
**YOUR CAREER**

As a graduate you can become a vital member of a health-care team in a variety of positions including, but not limited to:

- Receptionist
- Clerical Assistant
- Office Administrator
- Hospital Unit Clerk

There are a wide range of employment opportunities open to you in this field. Graduates of our program have found employment in:

- doctors’ offices
- clinics
- hospitals
- pharmaceutical companies
- government agencies

**ADMISSION REQUIREMENTS**

Applicants are selected on the basis of their academic achievement, including the required courses, and the selection criteria outlined below.

- Ontario Secondary School Diploma or equivalent**
- Grade 12 English (C or U)
- An information session is strongly recommended
- Basic knowledge of keyboarding skills is recommended

**MATURE STUDENT STATUS (19 YEARS OF AGE OR OLDER AND NO OSSD)**

Mature Students may take the Admissions Assessment for English\(^3\), OR may consider upgrading to achieve the credit(s) needed in English\(^4\).

Please note that George Brown is committed to ensuring that applicants will succeed in their program of choice and meeting the minimum requirements does not guarantee admission to the program. Applicants may be required to have grades higher than the minimum requirements stated.

**COURSE EXEMPTIONS**

College or university credits may qualify you for course exemptions. Please visit georgebrown.ca/transferguide for more information.

**INTERNATIONAL STUDENTS**

Visit the International Admissions\(^5\) page for more information.

**SPECIAL REQUIREMENTS**

PRE-PLACEMENT HEALTH FORM (FOR SECOND-YEAR STUDENTS ONLY)

- Upon confirmation of acceptance into this program, students must meet all the mandatory pre-placement health requirements for the program. It may take up to four months to complete all the requirements.
- All costs, service fees and fines associated with the overall health requirements are the responsibility of the student.
- For further details and to download the mandatory pre-placement health form, go to the Pre-placement website at georgebrown.ca/preplacement
POLICE VULNERABLE SECTOR CHECK (FOR SECOND-YEAR STUDENTS ONLY)

• In compliance with the requirements of our placement partners, all students in this program are required to have a police vulnerable sector check completed, and this check must be renewed annually before entering into field or clinical placement.
• The police vulnerable sector check process typically takes two to three months, but under some circumstances can take four to eight months. This is required to protect the clientele of our placement partner agencies, who are considered “vulnerable persons” under the law.
• Students are responsible for ensuring that the police vulnerable sector check covers appropriateness for “individuals being employed and/or volunteering who will be working with vulnerable person(s).”
• Students are required to keep the original copy of their police vulnerable sector check.
• Students who are unable to provide a “clear” police vulnerable sector check may not be able to start their field or clinical placement and therefore may be unable to complete the program. Students who are not eligible to attend their practice placement due to a “not clear” status will jeopardize their progress in the program.
• Failure to meet the requirements for field placement will prevent students from completing the program and/or securing employment.

The fees for the police record check vary and must be paid by the student. For more information, please visit the Pre-placement website at georgebrown.ca/preplacement

CONTACT US

School of Health Services Management
Phone: 416-415-5000, ext. 4542
Email: kcallemartinez@georgebrown.ca
For more information about George Brown College, you may also call the Contact Centre at 416-415-2000 (TTY 1-877-515-5559) or long distance 1-800-265-2002.

LINKS REFERENCE

1https://collegeapply.ontariocolleges.ca/?collegeCode=GBTC&programCode=S135&lang=en
2http://www.georgebrown.ca/international/futurestudents/tuitionfees/
3http://www.georgebrown.ca/assessment/admi-pre/
4http://www.georgebrown.ca/upgrading-credits/english-diploma/
5http://www.georgebrown.ca/international/futurestudents/applynow/

George Brown College is continually striving to improve its programs and their delivery. The information contained in this calendar is subject to change without notice. It should not be viewed as a representation, offer or warranty. Students are responsible for verifying George Brown College admission, graduation, and fee requirements as well as any requirements of outside institutions, industry associations, or other bodies that may award additional designations concurrently with, or after completion of, a George Brown College program.