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

Every credential at George Brown College delivers detailed program learning outcomes that are discipline specific and aligned with the appropriate credential level. Program learning outcomes are statements that describe the knowledge and skills that students are expected to demonstrate by the end of their program of study.

In addition to the learning outcome requirements, College programs are required to provide students with exposure to a breadth of learning beyond their core disciplinary or vocational field, to increase their awareness of the society and culture in which they live and work. This breadth requirement is addressed for College programs through additional mandatory General Education or Liberal Studies courses in the program curriculum. Also, programs are designed to provide essential transferrable skills (referred to sometimes as essential employability skills), which include: communication, numeracy, critical thinking and problem solving, information management, interpersonal and personal skills, among others.

To see the relevant program learning outcomes for your specific program of study, please visit georgebrown.ca/programs/learning-standards-and-outcomes

REQUIRED COURSES

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<td>GSSC1053</td>
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<td>HLTH1024</td>
<td>Introduction to Health-Care Law</td>
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<td></td>
<td>HRM1012</td>
<td>Developing People</td>
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</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
website 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.
You may also call the George Brown College Contact Centre at 416-

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

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

LINKS REFERENCE
1http://www.georgebrown.ca/admissions/how_to_apply/
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/

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.
**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 website[^2] 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.

---

**Tuition**

$3,900.00 *

**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[^1] page for more information.

---

**Part Time Study Options**

This program does not offer a part-time study option.

George Brown College Continuing Education does offer part-time certificates and courses in Health Records. See the Continuing Education course guide at [http://coned.georgebrown.ca](http://coned.georgebrown.ca).

Continuing Education students interested in pursuing the professional HIM designation should apply to the two-year full-time Health Information Management program (C139) through the Ontario College Application Service (OCAS). You may receive recognition for courses taken in the Continuing Education certificate program subject to formal testing of your knowledge level in the biomedical science courses (anatomy, pathophysiology, and medical terminology).

Admission is dependent on meeting admission standards for the C139 program and availability of space within the program.

---

**The Industry**

**Program Standards and Learning Outcomes**

Every credential at George Brown College delivers detailed program learning outcomes that are discipline specific and aligned with the appropriate credential level. Program learning outcomes are statements that describe the knowledge and skills that students are expected to demonstrate by the end of their program of study.

In addition to the learning outcome requirements, College programs are required to provide students with exposure to a breadth of learning beyond their core disciplinary or vocational field, to increase their awareness of the society and culture in which they live and work. This breadth requirement is addressed for College programs through additional mandatory General Education or Liberal Studies courses in the program curriculum. Also, programs are designed to provide essential transferrable skills (referred to sometimes as essential employability skills), which include: communication, numeracy, critical thinking and problem solving, information management, interpersonal and personal skills, among others.

To see the relevant program learning outcomes for your specific program of study, please visit georgebrown.ca/programs/learning-standards-and-outcomes
REQUIRED COURSES

SEMESTER 1

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<td>Pathophysiology I: Microbiology</td>
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<td>Introduction to Health Information Management</td>
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<tr>
<td>RECM1005</td>
<td>Medical Terminology I</td>
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<td>LAW2008</td>
<td>Health-care Law</td>
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<td>MATH1112</td>
<td>Fundamental Mathematics for Health Information</td>
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<td>PATH1005</td>
<td>Pathophysiology II</td>
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<td>RECM2002</td>
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<td>Quantitative Methods and Hospital Statistics</td>
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<td>COMP1007</td>
<td>Excel Applications</td>
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<td>RECM1022</td>
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<td>RECM2010</td>
<td>Health Information Management Field Education I</td>
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<td>RECM2004</td>
<td>Management and Leadership</td>
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<td>LAW2023</td>
<td>Privacy and Release of Information</td>
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<td>STAT2001</td>
<td>Inferential Statistics and Research Methods</td>
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<td>RECM2014</td>
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</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

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 Assessment for English, Math or Science, OR may consider upgrading to achieve the credit(s) needed in English, Math or Science.

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\(^7\) 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 1-877-515-5599) or long distance 1-800-265-2002.

LINKS REFERENCE
\(^1\)http://www.georgebrown.ca/international/futurestudents/tuitionfees/
\(^2\)http://www.echima.ca
\(^3\)http://www.georgebrown.ca/assessment/admi-pre/
\(^4\)http://www.georgebrown.ca/upgrading-credits/english-diploma/
\(^5\)http://www.georgebrown.ca/upgrading-credits/math-diploma/
\(^6\)http://www.georgebrown.ca/upgrading-credits/sciences-diploma/
\(^7\)http://www.georgebrown.ca/international/futurestudents/applynow/
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 EDUCATION OPTIONS

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.

PROGRAM STANDARDS AND LEARNING OUTCOMES

Every credential at George Brown College delivers detailed program learning outcomes that are discipline specific and aligned with the appropriate credential level. Program learning outcomes are statements that describe the knowledge and skills that students are expected to demonstrate by the end of their program of study.

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To see the relevant program learning outcomes for your specific program of study, please visit georgebrown.ca/programs/learning-standards-and-outcomes

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<td>Technology and Information III – Excel</td>
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<td>KB2005</td>
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<td>Health Insurance Billing II</td>
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<td>General Education Elective</td>
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</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 English³, OR may consider upgrading to achieve the credit(s) needed in English⁴.

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 Admissions⁵ 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
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