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 or ‘people’ 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 best practices with respect to:**

- 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**

During Semester 4, students are on placement one day per week until the end of the semester at which point they have an intensive two-week placement period (five days per week). While offsite, students will observe, shadow and practice the various skills required to successfully manage the day-to-day tasks that are applicable to the environment they are in such as: registration, appointment scheduling, reception, mail, forms, records management, working with applicable software and hardware. Students may also be involved in projects that require adherence to confidentiality and privacy laws. These projects may also draw upon their soft skills, critical thinking and problem-solving skills.

Requirements for successful completion of work placement include demonstration of work-readiness behaviour through exemplary attendance and punctuality as well as professional conduct and attire.

Typical sites vary broadly and can include community and teaching hospitals, urgent care, long-term care facilities, clinics, and diagnostic facilities. Students have had placements in diverse areas such as family practice, medical and surgical specialties, physiotherapy sports medicine specialists, chiropractors, and midwifery.

**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

**SEMESTER 1**

<table>
<thead>
<tr>
<th>Code</th>
<th>Course name</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMP1206</td>
<td>Technology and Information I</td>
</tr>
<tr>
<td>KB1002</td>
<td>Keyboarding I</td>
</tr>
<tr>
<td>SCI1015</td>
<td>Anatomy and Terminology I</td>
</tr>
<tr>
<td>STS1034</td>
<td>Strategies for Student Success</td>
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<tr>
<td>COMM1007</td>
<td>College English</td>
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<td>GNED</td>
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**SEMESTER 2**

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<tr>
<td>COMP1212</td>
<td>Technology and Information II</td>
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<tr>
<td>KB1003</td>
<td>Keyboarding II</td>
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<tr>
<td>MATH1030</td>
<td>Foundation Mathematics for Health Services</td>
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<tr>
<td>OP1013</td>
<td>Office Procedures</td>
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<tr>
<td>SCI1022</td>
<td>Anatomy and Terminology II</td>
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<tr>
<td>HLTH1024</td>
<td>Introduction to Health Care Law</td>
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<td>GNED</td>
<td>General Education Elective</td>
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**SEMESTER 3**

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<tr>
<th>Code</th>
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<tbody>
<tr>
<td>BUS2016</td>
<td>Bookkeeping for the Medical Office Environment</td>
</tr>
<tr>
<td>CLIN1003</td>
<td>The Clinical Environment</td>
</tr>
<tr>
<td>COMP1045</td>
<td>Healthcare Documentation I</td>
</tr>
<tr>
<td>COMP2142</td>
<td>Technology and Information III – Excel</td>
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<tr>
<td>KB2005</td>
<td>Keyboarding III</td>
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<tr>
<td>OP1009</td>
<td>Health Insurance Billing I</td>
</tr>
<tr>
<td>SCI2012</td>
<td>Anatomy and Terminology III</td>
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<tr>
<td>GNED</td>
<td>General Education Elective</td>
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**SEMESTER 4**

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<th>Course name</th>
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<tbody>
<tr>
<td>COMP2036</td>
<td>Healthcare Documentation II</td>
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<tr>
<td>COMP2143</td>
<td>Technology and Information IV – Access</td>
</tr>
<tr>
<td>JOBS1000</td>
<td>Placement</td>
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<td>JOBS1001</td>
<td>Career Launch</td>
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<tr>
<td>KB2006</td>
<td>Keyboarding Applications</td>
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<tr>
<td>OP2013</td>
<td>Health Insurance Billing II</td>
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<tr>
<td>GNED</td>
<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
- medical organizations

**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
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.