



MARITIME SCHOOL OF PARAMEDICINE

101 Main Street, Dartmouth, Nova Scotia, B2X 1R4
Phone: (902) 464-5288 Fax: (902) 434-2242

Medical Office Administration
Diploma Program

2008 Academic Calendar

Property of:

The Maritime School of Paramedicine
Medical Office Administration Diploma Program
101 Main Street
Dartmouth, Nova Scotia B2X 1R4

Developed: August, 2007

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Introduction

The Maritime School of Paramedicine is owned and operated by St. John Ambulance, Canada's leading and largest provider of First Aid and Medical First Responder Training. In an effort to stay current and continue to grow, the Maritime School of Paramedicine is offering a Medical Office Administration Diploma Program. This program is a fine addition to the already successful Primary Care Paramedic and Advanced Care Paramedic courses available through the school.

Is This Program For You?

A career in Medical Office Administration is a wise choice for someone who is compassionate, organized, and hard-working. Having a pleasant personality, genuine interest in people and a respect for the privacy of others are all personal qualities a Medical Office Administrator should possess. You will have a number of responsibilities in a medical office such as reception of patients, booking appointments, collecting information, data entry, arranging for professional referrals, maintaining charts and patient records, billing, ordering and maintaining supplies, acting as a liaison for pharmacies and pharmaceutical reps, preparing reports and documents, assisting the physician when required and medical transcription. This program is right for you if you like to help others and enjoy contributing to the overall success of an organization. Medical Office Assistants are becoming a sought after commodity and companies are reporting low turn over rates, meaning their Medical Office Assistants are satisfied in their work and their career direction.

Program Objectives

The goals and focus of the Medical Office Administration Diploma Program are to provide students with access to a superior set of professional skills. As future Administrative Professionals, students will be provided with an intense, high-quality training program designed to compliment what they already know and to provide them with a vast array of new knowledge that is highly transferable to several administrative fields. The Program is designed so that students can master theory, develop competent skills, and maintain a professional attitude.

One of the key objectives of the program is to instill lifelong learning. Because the medical field is constantly changing and evolving, an emphasis is placed on the development of self-directed learning skills. In addition to supporting the development of self-directed learning skills, faculty serves as both academic advisors and instructors.

The responsibilities of Office Professionals have increased dramatically over the years. Consequently, it is no longer acceptable to simply accumulate a set amount of knowledge and skills. Today's students must be inquisitive and dedicated to continuously expanding their expertise and abilities. Such ongoing professional development helps to ensure a lifetime of challenge and enrichment.

Program of Studies

The Maritime School of Paramedicine's Medical Office Administration Diploma Program is designed to be completed in 10 months. The program will cover over 1100 hours of in class and practical training. The program is offered on site at the Maritime School of Paramedicine in Dartmouth, Nova Scotia. As with any professional program, students will be expected to complete a significant amount of homework in order to complete the program and meet the standards put forth by the school. On average, students can expect a minimum of two to three hours of homework for each full day of class.

Students attending the Maritime School of Paramedicine can expect a program of the highest quality. We recognize that students benefit from hands on training and as such, we provide our students with a new laptop computer. Students will have access to the software and programs they learn throughout the day while they study at home during the evening hours. It has been our experience that many students will not have access to programs such as Simply Accounting or PowerPoint. All laptops will be fitted with the necessary software so that students will be able to practice and learn on their own time outside of the class room as well as practice and study for tests. All students will lease a laptop from the Maritime School of Paramedicine and the Maritime School of Paramedicine will remain the owner of the computer after the program is complete. However, students wishing to purchase the computer at the end of the program for their own use may do so for a fee of \$500.00. Students failing to complete the program will be required to return the computer to the school. The school is outfitted with wireless internet and all laptops will be equipped to utilize this service within the school. The cost to lease the computer is included in the tuition price. All laptop computers will be subject to monthly maintenance and updating. Students will not be responsible for the cost of technical repairs, hardware or software issues while enrolled in the program. Students purchasing their laptop at the end of the program are responsible for maintenance thereafter.

Our Program is unique. Students will benefit from the custom training they will receive. Our students will complete over 150 hours of Medical Terminology and 50 hours of Medical Transcription training. Students can expect to participate in mock meetings to understand and practice the art of minute taking in a business environment. The Maritime School of Paramedicine will provide its students with specialized training in triage skills; students will learn such skills as taking a pulse, assessing breathing, and establishing a patient history. All students will participate in a portfolio development course, a First Aid Instructor Certification Program, and complete over 40 hours of specialized resume development training. Furthermore, our students will practice 50 hours of Public Speaking which will help prepare them for the professional business world. All students will take part in First Aid training with AED, WHMIS, and the Respect in the Organization Workshops provided by St. John Ambulance. A Non-Violent Crisis Intervention course will be provided as well. The Communication course will provide students with an awareness of their communication styles and help them develop their interpersonal communication skills. These specialty courses, coupled with hands on

computer training and superior theoretical knowledge in both medicine and business, will provide the graduates of the Medical Office Administration Program with the skills and know-how to branch out into the career they desire. Our graduates will have a competitive edge in the marketplace because of the specialized nature of this program.

Tuition Schedule

Tuition January 2- October 22, 2008	\$9000.00
Textbook Purchase	\$1308.16
Training Completion Fund	\$90.00
Total Tuition Cost	\$10,398.16

*All prices listed are approximate and may vary according to textbook pricing

Please note that all attending students must purchase textbooks directly from the Maritime School of Paramedicine. Additionally, all attending students must lease the computer provided to them for training. Students who do not complete the program will receive refunds on any unused textbooks and tuition as per the policy and procedures manual.

Payment Plan

60% of tuition is due approximately one month after the start of classes. 40% of tuition is due during the second semester of classes. In the event that tuition can not be obtained during the first month of classes (i.e. student loan delay), the total cost of textbooks and training completion fund is due at Orientation. (\$1398.16)

Student Aid

The Maritime School of Paramedicine is registered under the Nova Scotia Private Career Colleges Act. Students are therefore eligible to apply for student assistance through the Nova Scotia Student Loan Center and/ or the Canada Student Loan Center. Students also have the option of obtaining funding from a private bank or financial institute.

Certification upon Graduation

Upon successful completion of the program, students will graduate with a Diploma in Medical Office Administration from the Maritime School of Paramedicine. Students who do not meet eligibility requirements for graduation will receive a Certificate of Completion from the Maritime School of Paramedicine instead of a Diploma. In order to be eligible for graduation with a Diploma, students must maintain passing grades in all courses. The passing grade for all courses is 70%. Attendance accounts for 10% of all courses. Students must be present 80% of the time in order to be eligible for graduation. **Students are strongly encouraged to make every effort to attend all classes;** however, the school recognizes that adult learners have other responsibilities and exceptions will be made on an individual basis.

Graduating with Honors

Students who maintain a 90% average of all courses with 90% attendance and 55+ WPM in their typing speed will be eligible to graduate with Honors.

Career Opportunities

Students who successfully complete the Medical Office Administration Diploma Program can expect to find employment in the following areas:

- ✓ Medical Secretary
- ✓ Administrative Assistant
- ✓ Office Manager
- ✓ Medical Transcriptionist
- ✓ Filing Clerk
- ✓ General Office Clerk
- ✓ Data Entry Clerk
- ✓ Freelance Administration
- ✓ Contract Administration
- ✓ Medical Clinics

Course Descriptions

The following is a brief description of each course delivered through the Medical Office Administration Diploma Program. Students are required to complete all courses through the Maritime School of Paramedicine. No credit will be given for previous courses taken at other institutes.

Medical Terminology

Total Course Hours: 160

This course is designed to provide students with an intense training program geared toward maximizing medical terminology and theory. The medical terminology course begins with rigorous study sessions designed to introduce students to reading and defining terminology. Topics covered include anatomy and physiology, body systems, medical ethics, confidentiality, and much more. The course weighs heavily on spelling and pronunciation. Students will be capable of functioning in fast paced medical environments upon completion of this course.

Business English

Total Course Hours: 100

Students will take part in an in-depth English course focusing on business grammar and etiquette. In order to compose professional text documentation in the workplace, students will need to know the basic rules of the English language. This course will cover many topics including nouns, pronouns, punctuation, abbreviation use, numbers, and so on. Students will also be required to complete a major reading assignment. Students will be expected to use the skills they obtain in this course to enhance their writing in other courses.

Medical Office Procedures**Total Course Hours: 50**

Students will learn how to set up, organize, and effectively run a medical office. This course focuses on behavior, dress code, bookings, schedule management, payroll, and travel arrangements. Students will also have a chance to complete actual hospital requisitions, lab forms, and referrals from the local area. Furthermore, a major assignment dealing with event planning will help students utilize their skills. Learning to take proper minutes at professional meetings is a skill that will follow students throughout their careers. Over the course of 10 hours, students will participate in “mock” meetings and practice recording key facts and information for the purpose of minute taking. Small exercises and hands on experience will make up this portion of the Office Procedures course.

Keyboarding/ Microsoft Word**Total Course Hours: 175**

After 175 hours of building on their typing skills, students will be expected to achieve 50 words per minute with no more than 5 allowable errors. Students will work through a series of lessons and steps at their own pace. Testing throughout the year will mark their progress. Any student achieving 55+ WPM will be eligible to graduate with Honors. Students will learn to use proper typing technique, study the mechanics of office environments, and utilize prevention methods to ensure a safe working environment. Students will spend the majority of their time completing typing exercises via CD-ROM.

**Accounting Fundamentals/
Simply Accounting****Total Course Hours: 100/ 50**

The general principals of accounting are covered in this course. A practical based lesson plan provides realistic accounting experience in both manual and electronic form. Students will learn how to set up and operate Simply Accounting. Topics covered include using the general ledger, balance sheets, bank reconciliation, invoices, payroll, and theory. All students will complete Accounting Fundamentals before moving on to Simply Accounting.

Job Searching and Resume Prep**Total Course Hours: 50**

This course is divided into modules designed to be completed independently. Students will be provided with two workbooks and a supplement package to complete a number of exercises and tasks. Topics covered will be effective language use, techniques and formatting tricks to create impressive résumés and cover letters. In addition, students will learn job searching techniques, networking, using the internet, and job prospecting. There will be over 6 hours of hands on interview training in class and students will have a chance to partake in several forms of interviewing. A final résumé and cover letter are to be submitted upon completion of the course.

Communication**Total Course Hours: 60**

This course focuses on the importance of communication in the workplace. Topics covered range from problem solving to crisis intervention. Students will learn how to effectively communicate thoughts, feelings, suggestions, and concerns by the end of the course. A group dynamic will be present in the course and students are required to keep an individual journal as part of the written communication component.

Clinical Skills**Total Course Hours: 15**

Students will learn basic clinical skills such as taking a pulse, temperature, blood pressure, and brief patient assessments. Students will also be versed in how to chart findings, prepare exam trays, prepare an exam room, assist in procedures, and execute proper body substance isolation techniques. A final practical exam will encompass all skills learned throughout the year.

Medical Transcription**Total Course Hours: 40**

Students put to work their English and Keyboarding skills in order to create twenty professional documents using transcription machines and audio files. Learning how to use a Dictaphone, read a written dictation, and prepare correspondence are just some of the many components. There is a short theory lesson designed into this course as well, however, the majority of the course is designed to be completed at the students own pace, in class.

Occupational Health and Safety**Total Course Hours: 36****WHMIS****Standard First Aid Level “C” with AED****Respect in the Organization Workshop****Non - Violent Crisis Intervention (NVC)**

Students are required to attend a two day workshop to become certified in WHMIS, First Aid, and Diversity training. Many employers will be requiring employees to be trained in such courses. Students will complete this three day workshop within the first two weeks of classes so that they may pursue part time work in their chosen field while continuing to study. Because many students will find work in private offices and medical clinics, they will receive training in First Aid with the Automated External Defibrillator. Many establishments are purchasing these devices now and students will benefit from having come in contact with one. In addition to this training, students will participate in a 2 day course focusing on crisis intervention and coping with problematic situations at work. Students will receive up to date certificates for each course. ALL students are required to take this training through the school. All courses are offered through St. John Ambulance.

Public Speaking

Total Course Hours: 50

This course is designed to introduce students to the theoretical and practical sides of speaking in a crowd. Students will spend the majority of class time speaking in front of one another. They will quickly move into professional speeches. Course topics will cover dealing with nervousness, research, organization of speeches, delivery, types of speeches, and dealing with notes and outlines. This course is comprised of several large assignments and a group assignment as well.

Filing

Total Course Hours: 20

Learning how to file is often taken for granted in an office setting. The importance of being able to file properly and maintain records is the focus of this course. Practical, hands on experience is essential in learning how to file. Students will utilize full size file folders, correspondence, labels, and stickers in order to learn how to set up, maintain, and utilize several different forms of filing systems. Students should be aware that this course is graded heavily on participation.

Portfolio Development

Total Course Hours: 30

Prior Learning Assessment is an important part of career development: it enables us to review and reflect on past accomplishments to build on our career skills and goals. This course will run throughout the school year and will consist of both theoretical and practical exercises in order to work toward completing a professional portfolio. Students will utilize a custom manual to complete this course. This is an independent study course. Students will work through the manual at their own pace completing exercises and collecting artifacts. Complete portfolios will be collected for grading and comments at the end of the course.

Microsoft Office Suite Programs

Total Course Hours: 175

Excel: 50 hrs, Access: 50 hrs, PowerPoint: 40 hrs, Windows : 25 hrs*, Outlook: 10hrs

The MS Office Suite Programs (including Excel, Access, PowerPoint, Windows, and Outlook) cover in-depth techniques and procedures for the most popular software programs. Each course is comprised of practical experience, handouts, demonstrations, and tests. There is a significant amount of theory covered in each course as well.

**Note: The course has been written and designed for use with Windows XP 2003. Due to the recent launch of Windows Vista, lesson plans and curriculum will be changed once new materials become available to the instructor and school.*

First Aid Instructor Course**Total Course Hours: 40**

Students will have the opportunity to become certified First Aid Instructors with St. John Ambulance. Students will attend a 5 day workshop geared toward Adult Education Principals, learning strategies, and public speaking components. Students will have already been certified First Aid Providers before taking this course. The course consists of 3 days of theory and 2 days of hands on instructional practice. Students will gain experience in event planning, organization, confidence building, leadership, and much more. The cost of this course is built into the tuition schedule. Upon completion of this course students will be certified to teach First Aid in the community. This will also be a valuable resource to future employers who often have to hire a First Aid Instructor to come into their facility. On-site instructors will help employers save money.

Course List and Total Hours

Theory Courses

Medical Terminology	160 hrs
Business English	100 hrs
Medical Office Procedures	50 hrs
Accounting Fundamentals	100 hrs
Communication	60 hrs

Practical Courses

Job Searching and Resume Prep	50 hrs
Medical Transcription	40 hrs
Filing	20 hrs
Occupational Health and Safety (including WHMIS, SFA "C", ROW, NVCJ)	36 hrs
Study Skills	10 hrs
Clinical Skills	15 hrs
Portfolio Development	30 hrs
Public Speaking	50 hrs
First Aid Instructor Course	40 hrs

Computer Courses

Windows XP	25 hrs
Outlook	10 hrs
PowerPoint	40 hrs
Excel	50 hrs
Access	50 hrs
Simply Accounting	50 hrs
Keyboarding/ Microsoft Word	175 hrs

Total Course Hours: 1,161 hrs

Total Program Weeks: 42 Weeks of Study

Projected Start Date of Program: January 2, 2008
Projected End Date of Program: October 22, 2008
Projected Graduation Date of Program: November 2, 2008

Application Process

In order to be considered for entrance to the Medical Office Administration Diploma Program with the Maritime School of Paramedicine, you will need to send the following admission requirements to the school:

1. Completed Application Form (attached)
2. Official High School Transcript and any Post Secondary Transcripts
3. Application Fee Paid **\$40.00 cash, check or money order only**
4. Current Resume
5. One professional Reference Form completed (attached)

Please send completed applications to:

**The Maritime School of Paramedicine
Medical Office Administration Diploma Program
Attn: Heather Deveaux
88 Slayter Street
Dartmouth, Nova Scotia B3A 2A6**

Or, completed application packages can be dropped off at:

**The Maritime School of Paramedicine
Medical Office Administration Diploma Program
Attn: Heather Deveaux
101 Main Street
Dartmouth, Nova Scotia B2X 1R4**

The deadline for application is Friday, November 2, 2007.

Interviews will take place within 2 weeks of the closing date.

Selection Process

Those candidates who have submitted the required information with their application forms will be invited to the school for the interview/selection process. During the selection process candidates will complete a:

1. Face to Face Interview with Instructor and Faculty
2. Typing Test – 5 Minutes
3. Basic Math Test
4. Essay Question

Each criterion for the selection process will be scored using a points system. The students who receive the top overall marks will be selected for entrance to the school. Students should make reference to any medical training, experience, volunteer work, courses,

administrative experience, office management, and leadership roles they may have held during the interview stage as well as note it on their résumé.

Please note that meeting minimum application guidelines does not guarantee admittance into the program. There are only 20 seats available for the Medical Office Administration Diploma Program and competition will be tight.

Mature Student Policy

Applicants who do not meet the basic admission requirement as detailed in Section 8 of the General Regulations of the Private Career Colleges Regulations Act and the Maritime School of Paramedicine Policies and Procedures Manual may be admitted to the Medical Office Administration Diploma Program under the Mature Student Status provided the following are met:

- 1) The applicant is at least 21 years of age and has been out of school for a minimum of one year.
- 2) The applicant participates in the interview process with a designated admissions representative of the Maritime School of Paramedicine. In the process of the interview, the applicant will be required to provide the following supporting documentation:
 - a. School transcripts
 - b. Letter outlining future plans and the reasons they expect to successfully complete the program of studies
 - c. Personal resume
 - d. Three (3) letters of reference
- 3) The Maritime School of Paramedicine reserves the right to ask the applicant to participate in a standardized admission test in accordance with the admissions requirements for any of the programs offered at the school. The standardized test (e.g. The Canadian Adult Achievement Test “CAAT” or Test of Adult Basic Education “TABE”) must be one that is approved through the Canadian Adult Test Centre. Confirmation of approval of the test must be forwarded to the Department of Education.

Thank you for your interest in the Maritime School of Paramedicine.

Good luck!



**Maritime School of
Paramedicine**
101 Main Street
Dartmouth, NS B2X 1R4

Phone Number: (902) 464-5288
Fax Number: (902) 434-2242

Receipt No. _____ Application Fee _____

For Office Use Only

Medical Office Administration Diploma Program Application Form

Personal Information	
Surname/ Family Name: _____	
Legal First Name: _____	
Middle Name: _____	DOB: <u> dd/mm/yyyy </u>
Street Address: _____	
City/ Town: _____	Province: _____
Postal Code: _____	Phone Number: _____
Cell Number: _____	
E-mail Address: _____	

High School Attended	
Name of High School: _____	
City/ Town: _____	Province: _____
Graduation Date: _____	Diploma or Equivalency: Yes No

College/ University Attended (starting with most recent)			
Name of College/ University	Attendance		Degree or Diploma Obtained
	From (MM/YYYY)	To (MM/YYYY)	

Supporting Documentation			
All applicants interested in the Medical Office Administration Diploma Program must provide the school with the following:			
Documentation	Included	To Follow	Date Expected
Current Resume			
Official High School Transcripts			
Official Transcripts from College/ University			
Completed Reference Form (attached)			

Certifications/ Other Qualifications

Please list and give a brief description of any certifications or other documented qualifications you may hold:

Certificate/ Qualification	Date Obtained	Institute or Certifying Body

Volunteer Work

Please give a brief description of any volunteer work you have participated in during the last 5 years:

Volunteer Agency	Fr (MM/YY)	To (MM/YY)	Position/ Duties

Computer CompetenciesCheck all the programs you are familiar with. Indicate your knowledge level where **1** is no knowledge and **8** is expert knowledge:

Program	Level of Knowledge							
	1	2	3	4	5	6	7	8
Microsoft Word								
Microsoft Excel								
Microsoft Access								
Microsoft PowerPoint								
Microsoft Outlook								
Internet								
Simply Accounting								
Lotus 1-2-3								
Microsoft Project								

Keyboarding Speed

Please indicate your keyboarding/ Typing Speed below by circling the closest speed to your own (WPM= Words Per Minute)

Unknown	10-20 WPM	20-40 WPM	40-50 WPM	60+WPM
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Declaration

I hereby certify that all of the information and all supporting documentation is complete and correct. I authorize the Maritime School of Paramedicine to verify any information as part of this application. I understand that withholding information or providing false information in this application and/or any supporting documentation may be considered grounds for non-acceptance, or after acceptance, grounds for dismissal. I agree to follow and be bound by the regulations of the Maritime School of Paramedicine, including any revisions, deletions or additions made to them in the future. If admitted I agree to pay all associated fees with my enrolment and the program.

Applicant Signature

Date

Please send this completed form, application fee (payable to the Maritime School of Paramedicine), and all supporting documentation prior to the deadline of November 2, 2007 to:

Medical Office Administration Diploma Program
Maritime School of Paramedicine
Attn: Heather Deveaux, Program Manager
88 Slayter Street, Dartmouth, Nova Scotia B3A 2A6

Or Fax to: (902) 434-2242

Or drop the application off to:
101 Main Street, Dartmouth Nova Scotia

All submitted documents become the property of the Maritime School of Paramedicine and cannot be returned or distributed to other institutions. Please allow at least 2 weeks for processing prior to calling the institute. To verify the status of your application, please call (902) 464-5288 or e-mail hdeveaux@msop.ca. Possession of the minimum requirements for each program does not guarantee admission into the program and students must participate in the Interview/Selection Process prior to admission selections being made. Acceptance into many of the programs is limited due to the number of spaces available.



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101 Main Street
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Phone Number: (902) 464-5288

Fax Number: (902) 434-2242

Rcvd by Mail _____
Rcvd w/ Package _____

For Office Use Only

**Medical Office Administration Diploma Program
Confidential Reference Form**

Name of Applicant: _____

The following sections are to be completed by the referee. The information in this document will be treated as strictly confidential. The purpose of the reference is to assist the Admissions Committee to determine the suitability of this applicant for studies in the Medical Office Administration Diploma Program. The information you provide will form part of the assessment process for admissions and may be shared with this applicant.

Please note that it is possible that due to the nature of your involvement with this applicant, you may not be able to complete certain sections of this form. Please complete as many sections as possible and indicate Non-Applicable sections with N/A. When completed, please return this form directly to the Maritime School of Paramedicine or provide to the applicant in a signed, sealed envelope.

Referral Information

Name: _____

Company: _____

Position: _____

Company Address: _____

City/ Town: _____ Phone: _____

Province: _____ Postal Code: _____

E-mail Address: _____

In what capacity do you know this applicant? _____

Have you worked directly with this applicant? _____

How long have you known this applicant? (Years/ Months) _____

Please complete the following page to the best of your ability regarding this applicant.

Quality Critique

Using the scale below indicate whether this applicant has Exceptional, Above Average, Average, Acceptable, Below Average, or Poor work habits. Please use the section below for additional comments.

Quality	Critique Scale						
	Exceptional	Above Average	Average	Acceptable	Below Average	Poor	N/A
Attitude toward work							
Ability to learn							
Judgment							
Dependability							
Relationships with others							
Acceptance of suggestions							
Acceptance of criticisms							
Quality of work produced							
Quantity of work produced							
Written communication skills							
Spoken communication skills							
Interest and commitment							
Initiative							
Maturity							
Planning and organization							
Accepts responsibility							
Manages time effectively							
Listening ability							
Dress/ Appearance							
Ethical standards							
Moral							
Team player							

Recommendation: Please choose only one

- I would highly recommend this applicant
- I would recommend this applicant
- I am doubtful that I would recommend this applicant
- I would not recommend this applicant
- I am unable to judge

Further Comments:

Referral Name
(Please Print)

Referral Signature

Date