



## MARITIME SCHOOL OF PARAMEDICINE

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

# Medical Office Administration Diploma Program

# 2009-2010

# Application Package

Property of:

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

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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. This program is appropriate for anyone looking to make a career change or a young adult starting their career path.

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.

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 September 9, 2009 – June 30, 2010	\$8457.09
Textbook Purchase	\$947.91
Student Protection Fee	\$95.00
<b>Total Tuition Cost</b>	<b>\$9500.00</b>

## ***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.

## ***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%. Students must complete five 5 minute timings at 50 words per minute or more. 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 five, 5-minute timings with speeds of 55+ WPM or more 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
- ✓ Other professional office positions
- ✓ Entrepreneurship
- ✓ General Office Clerk
- ✓ Data Entry Clerk
- ✓ Freelance Administration

## ***Course Descriptions***

The following is a brief description of each course delivered through the Medical Office Administration Diploma Program. The Maritime School of Paramedicine recognizes Prior Learning and will consider giving credit to any student who has completed a similar portion of the courses below provided the student provides documentation and has completed the course with an average of 80% or higher, as per the policy and procedures manual.

### **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 with their instructor. 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/****Total Course Hours: 100/ 50****Simply Accounting**

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 2007****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.

**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*

<b>Medical Terminology</b>	160 hrs
<b>Business English</b>	100 hrs
<b>Medical Office Procedures</b>	50 hrs
<b>Accounting Fundamentals</b>	100 hrs
<b>Communication</b>	60 hrs

### *Practical Courses*

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

### *Computer Courses*

<b>Windows XP</b>	25 hrs
<b>Outlook</b>	10 hrs
<b>PowerPoint 2007</b>	40 hrs
<b>Excel 2007</b>	50 hrs
<b>Access 2007</b>	50 hrs
<b>Simply Accounting</b>	50 hrs
<b>Keyboarding/ Microsoft Word 2007</b>	175 hrs

**Total Course Hours: 1,161 hrs**

**Total Program Weeks: 42 Weeks of Study**

**Projected Start Date of Program: September 9, 2009**

**Projected End Date of Program: June 30, 2010**

**Projected Graduation Date of Program: July 1, 2010**

## ***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 **\$100.00 cash, check or money order only payable to the Maritime School of Paramedicine (non-refundable and applied to tuition)**
4. Current Resume
5. One professional Reference Form completed (attached)

***Please mail or drop off completed applications to:***

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

## ***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

## ***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 _____
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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: <b>Yes</b> <b>No</b>

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 Competencies**Check 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

**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 of \$100.00 (non-refundable and payable to Maritime School of Paramedicine)

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

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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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