



COURSE OUTLINE

Please save a copy onto your computer before filling in the form

Course Name: Medical Administrative Procedures

Department Head/Coordinator: Helen Roberts

Effective Date: January 2015

School or Centre:		Department:	
School of Hospitality and Business		Office, Legal and Medical Administration	
Course History:		Year of Study:	
Replacement Course		1st Year Post-secondary	
Name of Replacing Course (if applicable):	MEDC 1100	Course Number:	MEDC 1102
		Number of Credits:	2.0

Course Pre-requisites (if applicable):

Admission to the Program

Course Co-requisites (if applicable):

N/A

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

Course Description:

This course prepares students for a variety of management skills in healthcare environments, including reception duties, scheduling appointments, managing patient communication and records, managing time and ordering supplies.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Lectures, lab, group work and student presentations.

Course Learning Outcomes:

Upon successful completion of this course, students will be able to:

1. Utilize software applications to manage patient records, schedule appointments and manage inventory for medical and office supplies.
2. Apply problem-solving, critical thinking, decision-making and information literacy skills in practice.
3. Comply with relevant medicolegal standards and legislation and Codes of Conduct in practice.
4. Communicate professionally with patients and health professionals.
5. Research the health system legislation and medicolegal standards.

Program Learning Outcomes:

Upon successful completion of this program, students will be able to:

1. Communicate professionally with clients and members of the medical and health professional team.
2. Work safely in a healthcare environment.
3. Practice in a professional and ethical manner.
4. Use problem-solving, critical thinking, decision-making and information literacy skills in practice.
5. Practice effective quality management in healthcare environments.
6. Manage patient records and perform medical billing procedures.
7. Assist physicians by performing clinical procedures within MOA scope of practice.
8. Collaborate with the medical team to implement and apply “Chronic Disease Management” protocols.
9. Use medical and business computer applications related to word processing, data management, and electronic communication.
10. Accurately transcribe medical correspondence and reports utilizing keyboarding skills at a speed level required by current employment standards.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		C+

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Assignments	35	Research: interprofessionalism 15%, health care facilities 20%
Assignments	10	2 assignments at 5% each
Project	25	Group research (10%) and group presentation (15%)
Quizzes/Tests	30	2 tests at 15% each
	Total	100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	40	
B - Lab (Computer, Chemistry...)	10	
Enter Total Hours	50	

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Code of ethics - ethical reasoning and decision making
2. Medicolegal standards and legislation
3. Work role, professionalism and inter-professionalism
4. Patient telephone and reception
5. Patient appointments and scheduling - manually and electronically
6. Medical records and records management
7. Management of office and medical supplies inventory

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about/governance--policies/policies/>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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