



**OFFICE ADMINISTRATION
MEDICAL/DENTAL
COURSE CALENDAR SEPTEMBER 2024**

TABLE OF CONTENTS

FITNESS & HEALTH PROMOTION	3
ABOUT THE COLLEGE	4
ADMISSION REQUIREMENTS	5
HOW TO APPLY	6
SEMESTER START DATES FOR 2024	7
FINANCIAL INFORMATION	
TUITION COSTS	8
OSAP INFORMATION	9
OFFICE ADMINISTRATION PROGRAM OVERVIEW	
SAMPLE SCHEDULES	11
CLASS TIMES	11
SEMESTER 01 COURSES	12
SEMESTER 02 COURSES	13
SEMESTER 03 COURSES	14
POLICIES AND PROCEDURES	
IMPORTANT POLICIES	15
DISABILITY AND ACCOMMODATIONS	16

MEDICAL/DENTAL OFFICE ADMINISTRATION

Medical/Dental Office Administrators perform administrative/clerical activities in doctor's offices, clinics and hospitals using office software and operating other office equipment.

They also transcribe surgical proceedings, medical reports and records from machine dictation or rough notes from medical reports, correspondence and patient information.



ABOUT THE COLLEGE

Ontario College of Health & Technology was founded in 2006 and is registered as a Career College under the Ontario Career Colleges Act, 2005.

Our mission is to provide a learning experience for students based on trust, respect, optimism and intentionality; the assumptions of invitational education.

The College continually strives to learn what it is that students really want and need, to deliver it consistently and then make it even better.

Our focus is to provide quality private education in an exceptional school environment.

Our instructors are educators, with many years of commitment and practice in their respective fields who bring a variety of skills to the program, learned via experience and previous education.



ADMISSION REQUIREMENTS

THE ADMISSION REQUIREMENTS FOR THE PROGRAM ARE AS FOLLOWS:

1. Secondary School Diploma or GED
2. Standard First Aid and Health Care Provider CPR
3. Clear Vulnerable Sector Search (VSS) Police Check
4. All activities (lectures, seminars, laboratories, etc.) at the Ontario College of Health & Technology are conducted in English so it is essential that every student possesses strong English writing, comprehension and speaking skills in order to prepare them for the program curriculum and any other components of the program (Clinics and Outreaches).
5. Attendance at an interview session and tour.

SELECTION CRITERIA

Students are required to submit a resume and their high school transcript at the interview and tour.

Factors used in selection include:

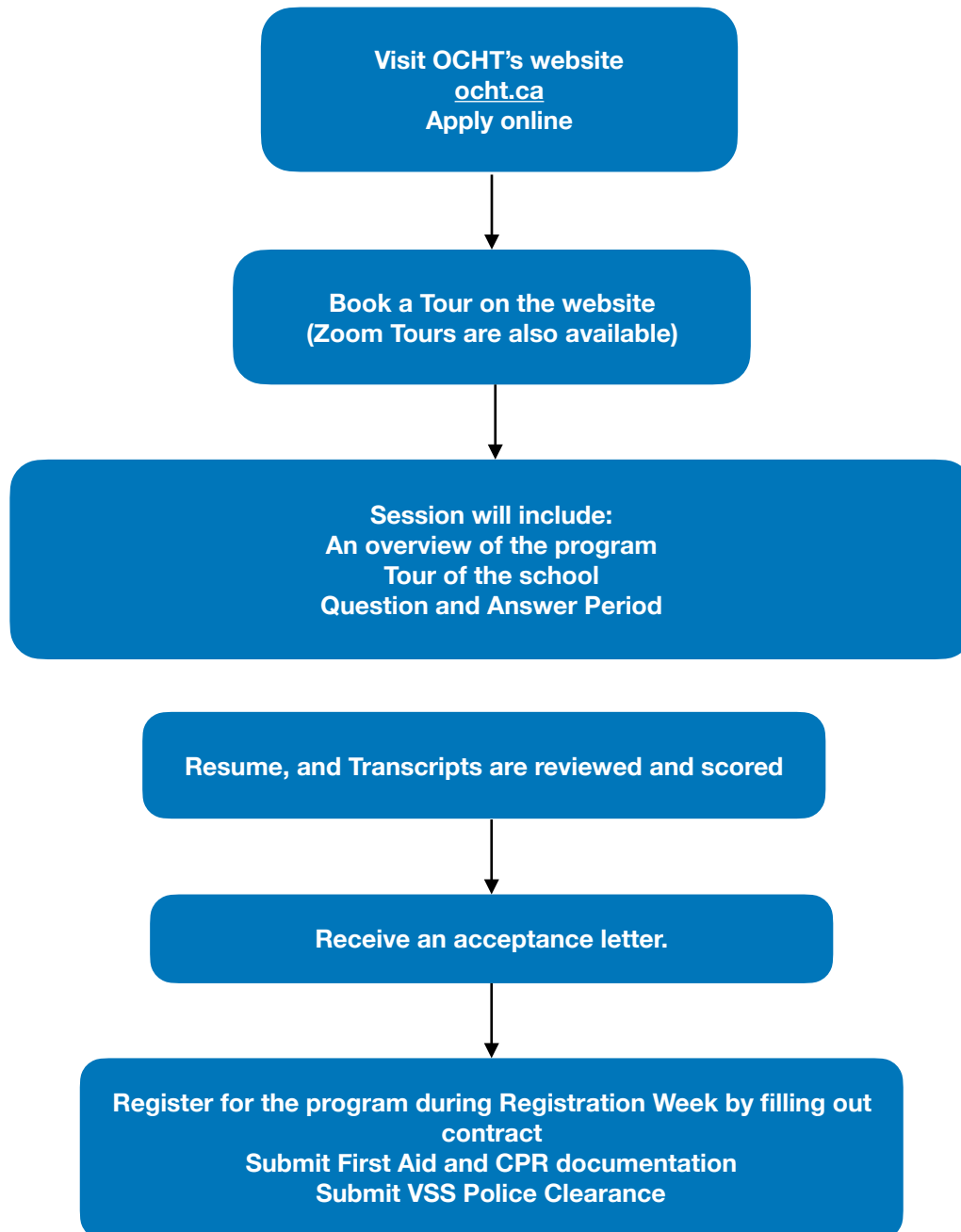
1. High School academic grade average
2. Employment history
3. Participation in team or individual sports
4. Volunteering experience
5. Other certifications or relevant experiences
6. Level of maturity

POLICY ON REFUSING ADMISSION

Applications are assessed by the Director of Academics which accepts, refuses, or defers the admission of applicants to the F&HP program.

Meeting minimum admission requirements for a program does not guarantee an offer of admission to that program. Applicants can be refused admission if the Director of Academics believes they do not stand a reasonable chance of completing the program or successfully gaining employment in their chosen field. Applicants may also be refused admission at any time throughout the application process if they conduct themselves inappropriately or make comments considered derogatory or offensive.

HOW TO APPLY



SCHEDULE OF DATES

2024-2025

SEMESTER DATES FOR 2024



SEPTEMBER 2024 START

SEMESTER 01 September 9 to December 17, 2024

SEMESTER 02 January 6 to April 18, 2025

SEMESTER 03 April 28 to August 8, 2025

FINANCIAL INFORMATION

TUITION AND OSAP

TUITION COSTS

SEMESTER 01	\$700.00/month
SEMESTER 02	\$700.00/month
SEMESTER 03	\$432.50/month
TOTAL TUITION COST	\$7,330.00*§

1. Tuition is to be paid the first day of every month.
2. If payment has not been received by the end of the 3rd day of the month, a **\$100.00 penalty** will be added to your account.
3. If two consecutive tuition payments are missed, the College has the right to withdraw the student from the program.
4. If all fees have not been paid by the completion of the semester, the College has the right to withdraw the student from the program.
5. Payments must be made through the student portal on www.ocht.ca via VISA Debit or credit card. Tuition payments are not accepted at the front desk of the College.

INTERNATIONAL STUDENT TUITION COST
\$8,330.00*§

*Text Books are NOT included in tuition fees

§ Students need to provide their own transportation to college and placements

Financial assistance may be available for those who qualify.

Major banks offer Line of Credit Student Loans, as another source of funding.

OSAP SPECIFIC INFORMATION

When filling out your OSAP Application:

Ontario College of Health and Technology does not appear on the initial OSAP list of approved colleges, you must enter the name in the space provided exactly as written here: **Ontario College of Health & Technology**

You can only apply for OSAP for less than 52 weeks at a time.

You will apply for the first 45 weeks (semesters 1, 2 and 3) and then later apply for the second year (semesters 4) of 15 weeks.

THE INFORMATION YOU NEED TO PUT IN IS AS FOLLOWS:

START DATE: September 9, 2024

END DATE: August 8, 2025

NUMBER OF WEEKS: 45

PROGRAM COST FOR 45 WEEKS: \$7,330.00

TEXTBOOK COST: \$1,000

OTHER INFORMATION FOR YOUR OSAP APPLICATION

This is a Diploma program.

You are taking a 100% course load.

Read each line of the application carefully and make sure you have a record of all previous employment income and an idea of the income you will be making when you are in the program, ready before you start filling out the application.

The first OSAP payment will not be in your account before the first payment of \$787.50 is due. You are still required to make this payment on time. If you need to wait until your OSAP is deposited in your account, you will have to pay a \$100.00 late fee for the first of the month. You will also need approximately \$500.00 for books before you receive your OSAP payments.

**OFFICE ADMINISTRATION
MEDICAL/DENTAL
PROGRAM OVERVIEW**

SAMPLE SCHEDULES

SEMESTER 01

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING CLASS	Microsoft Office	Keyboarding	Physiology	Challenges in the Workplace	Business Communication
AFTERNOON CLASS	Fitness & Wellness		Etiquette & Professionalism	Microsoft Office	

*this semester schedule is just an example

CLASS TIMES

MORNING CLASSES	9:00 AM-12:00 PM
AFTERNOON CLASSES	1:00 PM-4:00 PM
EVENING CLASSES	5:00 PM-8:00 PM

SEMESTER 1 COURSES

7 CLASSES
PER WEEK

INTRODUCTION TO KEYBOARDING

45 Hours
1 Class per week

This course teaches touch control of the keyboard and proper typing techniques. Students build speed and accuracy through specialized drills and practice on straight copy and numbers. Students apply keyboarding skills to the formatting of letters, reports, tables, and memos using word processing software.

SALES & CUSTOMER SERVICE

45 Hours
1 Class per week

This course introduces the student to proven techniques and guidelines for coping with angry customers, minimizing stress, and making customer service providers feel great about doing their jobs. This course also focuses on the importance of viewing a sale not as a one-time encounter but as an opportunity to build a lifetime, mutually beneficial relationship with the customer. In addition to the traditional coverage of the selling process, students will learn includes unique content on processes and techniques of selling.

MICROSOFT OFFICE

90 hours
2 Classes per week

Presented in this course are the basic functions of Microsoft Office XP required to create, modify and print documents. Using Microsoft Word, Excel and PowerPoint, students will learn the skills necessary to create documents, worksheets, databases and presentations.

BUSINESS COMMUNICATION

45 Hours
1 Class per week

This course is designed to expand students' understanding of the complexities of oral and written communication in business. Individual and team projects will provide practical experience in the development of effective oral and written communication that reflects upon the students' ability to analyze an audience, adapt to the audience, and develop persuasive communication strategies reflecting the integration of written, oral, visual, and electronic modes of communication.

ANATOMY & PHYSIOLOGY

45 Hours
1 Class per week

This course provides a basic overview of the human body systems as well as an introduction to homeostasis, cells, tissues, and the nervous system. Students gain an understanding of how different systems within the human body relate to one another.

CHALLENGES IN THE WORKPLACE

45 Hours
1 Class per week

This course helps prepare the student for some of the more difficult experiences they may encounter while at work. The purpose of this course will be to grasp ideals and principles as they have been spelled out in a variety of traditional ethical systems and to apply these conceptual structures and guidelines to major problems and dilemmas of doing business and living in society. Special emphasis will be placed on tools for problem-solving, conflict resolution and decision-making.

PATHOPHYSIOLOGY

45 Hours
1 Class per week

This course relates pathophysiological principles to emergency care of medical disorders. Topics include abnormal functioning of neuromusculoskeletal, circulatory, respiratory, digestive, integumentary, metabolic and endocrine systems as well as causes of disease, inflammatory response, and immune system.

MEDICAL OFFICE BILLING

45Hours
1 Class per week

This course introduces students to the basic principles of Health Claim billing in all its aspects as outlined by the Ministry of Health. The Schedule of Benefits and Diagnostic Code Manual will be utilized on an on-going basis to prepare pre-coded Health claims both manually and electronically. Students will process billing information using a comprehensive practice management medical billing software package that simulates authentic billing procedures. This course also develops medical office skills including scheduling and appointment techniques, billing and collection procedures, management of patient records, medical ethics and law applicable in a doctor's office.

MEDICAL OFFICE TRANSCRIPTION

45 Hours
1 Class per week

This course is an introduction to transcribing taped medical dictation and covers basic reports used in the medical field, related medical terminology, use of reference material, and specialized rules of grammar and punctuation peculiar to dictated medical reports. Emphasis is on the importance of correct usage of medical terms with an introduction to proofreading and editing of medical reports.

CLINICAL PROCEDURES

45 Hours
1 Class per week

This course provides the student instruction in clinical procedures when they are assisting other Health Care Professionals during patient examinations. Topics will include medical asepsis and infection control; measuring vital signs and patient examinations; eye and ear assessments and procedures; tissue healing agents; sterilization and disinfection; minor office surgery; and emergency medical procedures.

INTRODUCTION TO PHARMACOLOGY

45 Hours
1 Class per week

This course will provide a basic overview of the concepts of pharmacology. Students gain an understanding of drug classifications, administration and clinical implications. Upon completion, students should be able to demonstrate a basic understanding of the fundamental principles of pharmacology.

FITNESS & WELLNESS

45 Hours
1 Class per week

This course is designed to help students adopt and maintain the behaviours associated with an active and healthy lifestyle. Students will learn the facts about fitness, wellness, and physical activity, become an informed fitness, wellness, and exercise consumer, and plan their own personal lifetime fitness and wellness program. Through this course, students will learn the importance of maintaining fitness and wellness through a physically active lifestyle.

CAREER PREPARATION

45 Hours
1 Class per week

This course is designed to give students the necessary skills to prepare a career plan, write a cover letter and prepare a resume. Students will also learn the skills necessary to prepare for interviews. Part of the course will require students to video themselves in mock interview situations to prepare them for actual job interviews.

DENTAL OFFICE ADMINISTRATION

45 Hours
1 Class per week

This course places emphasis on terminology and the practices and procedures commonly associated with the operation, administration and record keeping of a dental office. The program has been designed to meet the requirements of dental offices and clinics by introducing the students to Dental Office Software.

OFFICE PLACEMENT - IN PERSON

270 Hours
18 Hours per week

The student will be scheduled for 14 hours per week in a Medical or Dental office. During this placement the student will demonstrate to the office staff their level of knowledge and professionalism.

POLICIES & PROCEDURES FOR STUDENTS

PASSING GRADE:

Students must achieve a minimal of 50% to receive credit in every course. Students who do not achieve a minimal mark of 50% may be required to repeat the course. Students may be evaluated through multiple choice examinations, short answer type questions, essay type questions, group projects, assignments, and oral practical examination. Any grades below 50% will be discussed by the Academic Grades Committee at the end of the semester. A course of action will be determined by the Committee.

ATTENDANCE:

Students are expected to arrive to class at the scheduled time. Students who arrive late on a consistent basis disrupt other students may be asked to leave by the instructor. It is at the discretion of the instructor to admit students who arrive later than the scheduled time. Students are expected to maintain full time attendance.

USE OF CELL PHONES/TEXTING:

Students may NOT make use of electronic devices to make or receive calls or to text messages during the class as this is disruptive to students and the instructor.

MISSED TESTS OR ASSIGNMENTS:

If for unforeseen circumstances a student is unable to write a scheduled test or quiz, there will be a pre-scheduled day the last week of the semester that the test will be taken. Students are required to notify their instructor of all examinations, tests, or quizzes that cannot be attended. If an instructor is not notified of the absence, a zero may be given for that evaluation.

TEST/EXAM DAYS:

Students who are late for class on a day when a test or exam is being delivered will not be allowed entry once the test/exam has started. Students who enter late cause undue distractions and interrupt students whom have already begun the evaluation. Late students will be allowed entry after the last person in the room has completed the evaluation. Students starting the exam late will only have the remainder of the original allotted time to complete the exam.

DAILY LECTURES:

Students should plan on arriving at the college at least 15 minutes prior to commencement of a scheduled class and be ready to participate in class at the scheduled start time. Once an instructor has started to deliver the scheduled content for a particular class, no student will be allowed entry into the classroom. Late arrivals interrupt the lecture and it is disrespectful to the instructor and members of the class. Students arriving late will only be allowed entry during the first break.

ACADEMIC DISHONESTY:

To act dishonestly or unfairly to gain an advantage is not acceptable at the Ontario College of Health & Technology. Students who are caught cheating or plagiarizing will receive a mark of zero and will be required to attend a discipline hearing. Students may be asked to withdraw from the College. Students are expected to cite all journals and textbooks for assignments using the APA format.

EMERGENCY PROCEDURES:

If any student in the college has difficulty breathing, moderate or severe pain, a decreased level of consciousness, or significant bleeding you need to activate Emergency Medical Services by calling 9-1-1 immediately. After you have called 9-1-1 please notify the reception desk and they will assign an individual to wait for the Ambulance or Fire Department to direct them to the location of the student. A First Aid Kit and AED are located at the reception desk.

VIRTUAL CLASSES:

When classes are offered virtually on Zoom, it is expected that the student will have their camera and audio on and that they are set up in a professional environment for the learning experience. Participation in all discussions is mandatory. If the student is not engaged virtually it will be marked as an absence from the class.

DISABILITIES AND ACCOMMODATIONS

Ontario College of Health & Technology is committed to providing an appropriate level of accommodation and support to meet the needs of students with disabilities.

POLICY AND GUIDELINES ON DISABILITY AND THE DUTY TO ACCOMMODATE

The person with a disability is required to:

1. Advise the College Administration of their disability (although the accommodation provider does not generally have the right to know what the disability is).
2. Make her or his needs known to the best of his or her ability, preferably in writing, so that the person responsible for accommodation may make the requested accommodation.
3. Answer questions or provide information regarding relevant restrictions or limitations, including information from health care professionals, where appropriate and as needed.
4. Participate in discussions regarding possible accommodation solutions.
5. Co-operate with any experts whose assistance is required to manage the accommodation process or when information is required that is unavailable to the person with a disability.
6. Meet agreed-upon performance and education standards once accommodation is provided.
7. Work with the accommodation provider on an ongoing basis to manage the accommodation process.
8. Discuss his or her disability only with persons who need to know. This may include an instructor, the Director of Academics and the Director of Administration.

The College is required to:

1. Accept the students' request for accommodation in good faith, unless there are legitimate reasons for acting otherwise.
2. Obtain expert opinion or advice where needed.
3. Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated, and canvass various forms of possible accommodation and alternative solutions, as part of the duty to accommodate.
4. Keep a record of the accommodation request and action taken.
5. Maintain confidentiality.
6. Limit requests for information to those reasonably related to the nature of the limitation or restriction so as to be able to respond to the accommodation request.
7. Grant accommodation requests in a timely manner, to the point of undue hardship, even when the request for accommodation does not use any specific formal language.
8. Bear the cost of any required medical information or documentation. For example, Doctor's notes and letters setting out accommodation needs must be paid for by the College.

Commonly occurring accommodations that are made for students with identified special needs are:

1. Extra time on practical and written tests and examinations
2. Noise cancelling headphones

COMPUTER AND TEXTBOOK REQUIREMENTS

REQUIRED COMPUTER HARDWARE FOR MSOF CLASS

- 1) Students must supply their own laptop computer with a minimum display resolution of 1366×768 and 32 bit colour.
- 2) Your computer must be compatible with Direct X video (64 MB+)
- 3) Your computer must be equipped with 802.11ac WIFI capability.
- 4) Your computer must be equipped with a 3.5 mm headphone jack.
- 5) A mouse is recommended.
- 6) A mobile phone or tablet is not acceptable.

REQUIRED SOFTWARE:*

- 1) A subscription to MS Office 365 Home or Personal. (monthly or annual).
A free or trial version of 365 is not acceptable to complete the course
- 2) Windows 10 Home or Pro operating system is recommended.
- 3) The following additional software is also recommended
 - a. anti-virus
 - b. firewall
 - c. password manager
 - d. Utilities

* Please note that the course textbook was compiled using the above software on a PC. Consider this carefully if you will not be using a Windows 10 PC. Students are solely responsible for their choices.