

OFFICE ADMINISTRATION HEALTH CLUSTER

**Office Administration: Health Services Diploma
Health Records Clerk Certificate
Hospital Ward Clerk Certificate**

PROGRAM MANUAL

OFFICE ADMINISTRATION HEALTH CLUSTER PROGRAMS

www.loyalistfocus.com



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Revision Log

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OFFICE ADMINISTRATION HEALTH CLUSTER PROGRAMS

Introduction

Welcome to the Office Administration Health Cluster programs.

Please read your program manual carefully each semester. This contains information and any program changes. If you have outstanding questions after reviewing your program manual, please do not hesitate to contact us.

Visit www.loyalistfocus.com for course registration and course listings.

Contact Information

Registration and/or Withdrawals 1-866-344-9944 or 613-969-7900	Program Inquiries 613-969-1913 or 1-866-569-2547 Ext. 2318 distance@loyalistcollege.com
Accounting Inquiries 613-969-1913 or 1-888-569-2547 Ext. 2301 accounts@loyalistcollege.com	Financial Aid 613-969-1913 or 1-888-569-2547 Ext. 2425 FinancialAidOffice@loyalistcollege.com
Distance Education Department Loyalist College 376 Wallbridge-Loyalist Road Box 4200 Belleville, Ontario K8N 5B9 613-969-1913 or 1-866-569-2547 Ext. 2318	

Program Description – Office Administration: Health Services

Skilled office support is vital for success in today's medical office environment. This program provides the theoretical knowledge and training for employment in a wide variety of medical office administration positions in various medical environments, including clinics, hospitals and medical offices. The program of study focuses on communication skills in the medical environment, problem-solving skills, data management, invoicing and OHIP billing, transcription, office procedures and production.

The below link is the approved program standard for Office Administration: Health Services approved by the Ministry of Training, Colleges and Universities. This outlines Vocational, Generic Skills and General Education Standards for this program in Ontario.

<http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/business/52308.pdf>

Program Description – Health Records Clerk

This program has been designed to provide the theoretical knowledge needed to obtain employment as a Health Records Clerk.

Program Description – Hospital Ward Clerk

This program has been designed to provide the theoretical training necessary to obtain employment as a Hospital Ward Clerk/Secretary.

Admission Requirements

The minimum requirements for admission to any post-secondary program is an Ontario Secondary School Diploma (OSSD) or an Ontario Secondary Graduate Diploma or the equivalent, with credits at the college of general level, or mature student status as defined. Applicants who are 19 years of age on the first day of classes in the year of admission, and who do not have an OSSD, are considered as mature applicants. Such applicants must complete the required subjects for admission. If they lack the required subjects, they may be requested to write a diagnostic test. Note: Applicants who are not Canadian citizens or who do not have permanent residence status are not considered under this clause.

Please note:

Students have seven years to complete any program within the Office Administration Health Cluster. In addition, external credit will not be granted for courses that were completed more than seven years ago.

Delivery Type

Online:

- Internet-based
- Course is delivered within an LMS (Learning Management System)
- Students submit assessments within the LMS
- Students can email their facilitator and connect with classmates within the LMS
- On the course start date, login to the course by visiting www.loyalstonline.com

What you need to be Successful

Technology:

- The use of a reliable PC or laptop
- A connection with reliable internet service
- Download Chrome as your primary web browser
- Course specific software which is noted in each course description on www.loyalistfocus.com

Computer Skills:

- Basic use and knowledge of using Microsoft Word, saving, creating and uploading documents, sending and receiving emails

Other:

- Time management (approximately 5-8 hours per course per week with the exception of transcription courses which require 10-12 hours per course per week)

How to Login to Online Courses

For information regarding how to login to online courses visit www.loyalstonline.com

Note: Students are unable to access their course prior to the course start date.

Username begin with **lo-** followed by the first three letters of your first name and then your last name, with no spaces or capitals (up to 15 characters).

The initial password is usually: **newone**

Navigating an Online Course

When you log into an online course, this is an example of a screen you would see:



Facilitators post announcements that are relevant to the course, which may include reminders about course assignments and answers to commonly asked questions.

During the first week, students should familiarize themselves with Instructor and Course Information by clicking on those buttons within the left hand menu.

Note there are also buttons for Lessons, Assignments, and Discussion Board. It is important to click through these links to access your course information and to interact with your fellow students.

Technical Support for Online Courses

The help desk support team is available 24 hours a day, 7 days a week, 365 days a year (Monday to Friday, 8:00 a.m. to 8:00 pm in French). Contact a technical expert directly on the telephone, submit a ticket describing your problem or chat online with someone who can help you right away.

Visit <https://www.ontariolearn.com/helpcenter/> or call 1-800-695-5008.

Textbooks

Textbooks are not included in course fees. You are responsible for arranging to have the required textbooks for each course. To determine the textbooks required in each course visit <http://www.loyalstonline.com/>

Grading System

Students will receive a percentage grade for all courses. Grades are submitted to the Registrar's Office by facilitators. The final grade will be issued by the registering college.

The passing grade for each course is located within the course outline on the first day of class. A G.P.A of 60% or higher is required to obtain a credential at Loyalist College.

Withdrawing from Courses

To withdraw from a course, you must call 1-866-344-9944/613-969-7900.
For withdrawal dates, please see www.loyalistfocus.com

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Program Map

HRC Health Records Clerk
 HWC Hospital Ward Clerk
 OAHS Office Administration: Health Services

HRC	HWC	OAHS	PREREQUISITE	COURSE CODE	COURSE TITLE
x	x	x		HLTH8007	Medical Terminology
x	x	x		HLTH8054	Working & Communicating in a Medical Setting
		x		COMP8155	Introduction to Computers 1
		x		MATH8002	Business Mathematics
		x		COMM8010	Communications: Grammar and Writing
		x		BUSI8091	Critical & Creative Thinking
		x	HLTH8007	HLTH8132	Medical Keyboarding
		x		COMP8517	Word Core 2016
x		x		HLTH8528	Medical Conditions for Medical Office Professionals
x	x	x		HLTH8527	Pharmacology for Medical Office Professionals
x		x		HLTH8107	Medical Office Procedures
		x	HLTH8007	HLTH8118	Medical OHIP Billing
		x	HLTH8132, COMM8010	HLTH8153	Medical Transcription Styles & Practices
		x	HLTH8132, COMM8010	HLTH8154	Medical Transcription Fundamentals
		x	COMP8155	COMP8156	Introduction to Computers 2
	x	x	HLTH8007	HLTH8032	Understanding Medical Tests
x	x	x		HLTH8103	Essentials in Health Records Management
x	x	x	HLTH8007	HLTH8067	Medical Terminology Level 2-Pronunciation
		x		ACCT8003	Financial Accounting 1
		x		BUSI8055	Building & Maintaining Customer Relationships
		x	HLTH8153, HLTH8154	HLTH8130	Beginning Medical Transcription
		x	HLTH8130	HLTH8131	Advanced Medical Transcription
		x		COMM8001	Communications
		x		ACCT8019	Accounting Applications
	x	x	HLTH8007	HLTH8033	Understanding Surgical Procedures
		x		BUSI8134	Occupational Health & Safety
		x		POLI8013	Intercultural Communications
		x		BUSI8185	Ethical Issues in Business
		x		GenED1	General Education
		x		GenED2	General Education
		x		GenED3	General Education

Transcripts, Receipts, T2202A and Records

It is the student's responsibility to:

- Verify your transcript and request updates if any grades or course information is incorrect
- Retain course outlines for potential future need such as credit transfers
- Monitor your progress
- Ensure that you are meeting program requirements
- Notify the Registrar's Office of any changes in name, mailing address, telephone number, email address

To view your receipt, grades, or print an unofficial transcript please go to:

- Go to www.myloyalist.com
- Your username is: **firstnamelastname**
- Your password is your birth date in the form of **YYMMDD**
- For example: John Smith, birthday October 20, 1985, **johnsmith 851020**.
- Click on the Banner icon and click 'Enter Secure Area'
- Your user ID is your student number
- Your PIN number is your birth date in the form of YYMMDD or the PIN you have previously created
- The first time you log into Banner it will state your PIN expired – you will need to create a new PIN
- Select 'Student Services'
- From the myLoyalist portal, you will be able to access your student email, and Banner.

Questions about tax receipts? Email us at T2202A@loyalistcollege.com or phone 613-969-1913 ext. 2187. Please leave a message and your call will be returned within 24 business hours.

To view any applied transfer credits, you must print off an unofficial transcript. Transcripts can be ordered online or you may contact our Admissions Department at 613-969-1913 ext. 2209.

AccessAbility Centre

The [AccessAbility Centre](#) team is committed to providing academic supports to students with documented disabilities. Services are free, voluntary and confidential.

The mission statement of the [AccessAbility Centre](#) is to foster a supportive and accessible environment. Loyalist College upholds this principle of service provision to all students with disabilities which may include learning disabilities, ADHD, deaf, hard of hearing, blind, low vision, mobility, medical, brain injury, ASD/Aspergers, and mental health.

It is the student's responsibility to self-identify in regards to any academic supports and accommodations that may be required. Students are encouraged to contact the [AccessAbility Centre](#) well in advance of attending to discuss individualized academic accommodations and supports. Loyalist College is mandated by the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Academic Appeal Process

A student can discuss a grade with their instructor at any time during the semester with the intent of clarifying the reasons for the grade. A student can also appeal a grade at any time during the semester as per the process below. Any appeal related to marks or grades must be initiated within ten (10) working days from the issuance of final grades to initiate an academic grade appeal.

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This policy works in collaboration with Academic Operating Policy AOP 231: Evaluation of Student Performance. For the steps to an appeal please visit: <http://www.loyalistcollege.com/about-loyalist/policies/aop-231-academic-appeal-process-3/>.

Academic Integrity

All Loyalist students must comply with the manual regarding the Student Code of Conduct located at <http://www.loyalistcollege.com/about-loyalist/policies/aop-209-student-code-of-conduct-positive-learning-living-environment/>.

Loyalist College believes that the development of self-discipline and acceptable standards of academic integrity are fundamental to the learning process. The establishment and maintenance of professional behaviour is the responsibility of all members of the Loyalist College community.

Sanctions for non-compliance range from a written warning to expulsion from the College. All students are expected to conform to the following behaviour:

- Represent themselves honestly in all communications, applications, assignments, examinations, and other correspondence;
- This includes the inappropriate use or possession of unauthorized aids or assistance in connection with any form of academic work. It is expected that all work submitted must be one's own or clearly cited;
- Foster a positive learning environment for all individuals and respect the views of others during class discussions;
- Use computer resources, including the internet, in accordance with Loyalist College policy and not store or transmit offensive material through computer resources;
- Respect and adhere to all policies of Loyalist College relating to student conduct.

Loyalist College will penalize acts that demonstrate disregard for the standards or academic integrity. At minimum, a student will be graded zero on any material thought to be dishonest, but the College may reserve the right to impose a full range of sanctions including suspension or expulsion.

Plagiarism involves submitting work that is substantially copied from the work of another person and representing that work as your own. All answers must be answered in your own words.

In order to avoid plagiarism, you must document all your sources both within the text of the written documents and in the reference section at the end of the document.

The Academic Integrity Protocol process is available at, <http://www.loyalistcollege.com/about-loyalist/policies/aop-216-academic-honesty/>.

Transfer Credits and Exemptions

Transfer credits occur when a student is transferring credit from another accredited post-secondary institution to Loyalist. There is a \$25.00 fee charged per transfer credit up to a maximum of \$250.00. Students may not be exempt/transfer more than 75% of the program requirements and must meet the 25% residing requirements to graduate from Loyalist College.

Exemptions are courses that have been taken at Loyalist College in a different program that may transfer over into another program. Exemptions for courses are not guaranteed. There is no cost for exemptions.

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To apply for transfer credits or exemptions, your post-secondary education must have been completed within the last 7 years to be considered for assessment. Private College transcripts are not accepted for transfer credits; you may be eligible for PLAR (see section below).

Once the assessment process is completed you will be contacted via email. If awarded transfer credit/exemptions, payment must be made prior to the student record being updated. To view the addition, you can view your unofficial transcript from Banner or request an official transcript from the Registrar's Office.

Prior Learning Assessment and Recognition (PLAR)

The PLAR process is available for learners seeking formal credit for related experience or informal education. A full resume and supporting documentation is required. To begin the PLAR process, please submit a detailed resume and an explanation of the course you wish to challenge to Program Inquiries via email at distance@loyalistcollege.com


For further information concerning the PLAR process, please review the [Loyalist College Website](#).

Graduation

It is the responsibility of the student to track their progress through the program. Please visit www.loyalistfocus.com, to request your certificate when you can view all your final grades posted in Banner and have completed all program requirements.

Certificates and Diplomas

How to Request Your Certificate or Diploma:

When you have successfully completed all of the courses in your program and your grades have been posted, request your credential: [Click Here](#) 

NOTE: Students must complete at least 25% of the required courses as a Loyalist registered student to qualify for a credential from Loyalist College.

Convocation for Loyalist College takes place in June of each year. To be included in convocation, your request to graduate must be received before April 30th. You will then be invited to attend the convocation ceremony and your name will be printed in the graduation booklet for that year.

Please allow 4-6 weeks of processing once your certificate has been requested.

Student ID Cards

As a Distance Student, you do not receive a Student ID card. Student ID cards are provided to full time day time students who are charged the compulsory ancillary fees in the Fall and Winter semesters.

eLab Services

Are you looking to complete a Certificate or Diploma online? Part-time studies become full-time through eLab. Many eLab certificates and programs are eligible for funding through Second Career, an Ontario Government program that offers training for a new job, and other sources for those who qualify.

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eLab provides students with access to many learning resources. Complete your college certificate or diploma in a learning environment that is friendly, supportive and equipped with all of the software and hardware needed.

With increased course availability and flexible programming, monthly intake is available for many courses, providing increased opportunity for adult learners.

Financial assistance may be available through a wide variety of programs, including Ontario Government's Second Career.

Practicum Information

There is no practicum requirement in this Office Administration Health Cluster.