DISCOVERY COMMUNITY COLLEGE

SCHOOL OF BUSINESS AND TECHNOLOGY

Medical/Dental Programs

Medical Dental Applications (MDA) program
Medical Dental Office Administration (MDOA) program
Medical Dental Accounting Administration (MDAA) program
Medical Dental Office Management (MDOM) program

Curriculum Guide
Development Date: September 2009
Recent Revisions: June 2020; February 2022; June 2022; September 2022; May 2023.
Current Revision: July 2023.

PURPOSE

Each of these programs is designed to provide the learners with the hands-on training required to develop the skills, knowledge, and attitudes that will enable them to work in a variety of administrative roles within the health care community.

The area in which each graduate works will depend on his/her interests and on the individual programs completed. Graduates may work in medical or dental health care administration, in accounting and/or payroll administration, in administrative support roles, in jobs requiring knowledge of computer software, and in either business or non-profit organizations.

PROGRAM Methods of Delivery

Each of the programs described below may be offered in three delivery models:
- In person in the classroom at a DCC campus with work experience placements in the community.
- In person online (synchronous) with work experience placements in the community.
- Blended in person in the classroom and in person online (synchronous) with work experience placements in the community.

PROGRAM DESIGN MDA

Revised: 2023-05-08

Medical Dental Applications program (MDA)	Hours	Delivery method
GO 901: GO Week (Get Oriented – online learning, DCC policy & procedure, financial literacy).	20	In class or online
IT 701: Introduction to MS Computer Skills	60	In class or online
ES 501: Employability Skills	20	In class or online
Total	*100*	
DR 100: Business Communication	60	In class or online
DR 101: Dental Terminology	60	In class or online
DR 102: Client Records	60	In class or online
DR 103: Dental Office Procedures	60	In class or online
Total	*240*	

MDA 270: Keyboarding	18	In class or online
MDA 271: Medical Anatomy Physiology & Terminology	91	In class or online
MDA 272: Medical Transcription	63	In class or online
MDA 273: Medical Office Procedures	68	In class or online
Total	*240*	
MDA 274: Work Experience Practicum	120	On site
Totals	**700**	

Learning Outcomes for MDA program

Medical Dental Applications (MDA) program learning outcomes.

- Apply knowledge of DCC policy and procedures, study skills and financial responsibility information, and MS Teams modules, to support student success during the program.
- Apply specialized knowledge of anatomy, medical and dental terminology, pharmacology, and tooth numbering systems, to communicate with the healthcare team and third-party organizations.
- Demonstrate a comprehensive range of office administration skills including scheduling, filing, telephone use, managing inventory, word processing, and transcribing physician's notes.
- Demonstrate professional written, electronic, and verbal business communication when interacting with clients, healthcare team, and third-party organizations.
- Describe the key aspects of client records, including legal aspects, storage, and privacy protection.
- Read medical charts and odontograms to gather necessary information for billing purposes.
- Describe basic infection control procedures for client and staff safety.

Career Occupation

The Medical Dental Applications program prepares students for career occupations in medical and dental offices. Examples include administrative occupations in doctor's and/or dentist's offices, hospitals, medical clinics, and other medical settings (NOC 2021 code 13112).

PROGRAM DESIGN MDOA

Revised: 2023-05-10

Medical Dental Office Administration program (MDOA)	Hours	Delivery method
Requires completion of all courses in: ■ Medical Dental Applications program	*700*	
Requires completion of all courses except GO Week Get Oriented in Web and Office (WO) program as follows:		
Prerequisite Office Skills (120 hrs) courses:		
■ Windows 11 Operating System	10	All courses in class or online
■ Canada Essential Skills	10	
■ Common MS Office Features	16	
■ Digital Marketing Essentials	84	

Certify with Words and Numbers (240 hrs) courses:		All courses in class or online
▪ Microsoft Word	54	
▪ Microsoft Word Certification	28	
▪ Microsoft Excel	54	
▪ Microsoft Excel Certification	28	
▪ Introduction to Business Essentials	44	
▪ Microsoft Planner	32	
Communicate Your Stories (240 hrs) courses:		All courses in class or online
▪ Microsoft PowerPoint	40	
▪ Microsoft PowerPoint Certification	24	
▪ Microsoft Outlook	16	
▪ Microsoft Outlook Certification	12	
▪ Operations Management	24	
▪ Chrome Browser	20	
▪ Social Media Marketing	104	
Total	*600*	
Totals	**1300**	

Learning Outcomes for MDOA program
Medical Dental Applications program learning outcomes are described above under the MDA program information.

Web and Office (WO) program learning outcomes.
Analyze and interpret best practices within the scope of practice for web, business applications, and financial application office workers in the following areas:
- ▪ Analyze and internalize the college student manual, financial literacy, MS-Teams platform for learning and soft skills such as professionalism, time management and study skills.
- ▪ Describe and use the current Windows operating system, common MS-Office features, and Canadian essential skills.
- ▪ Using multiple design philosophies to design and revise webpages to maximize visitor traffic, improve search engine efficiency and maximize conversion rates while minimizing advertising costs.
- ▪ Use Word, Excel, PowerPoint, Outlook, and MS-Planner to efficiently create documents, spreadsheets, presentations, emails, and plans that communicate ideas clearly and effectively.
- ▪ Use Word, Excel, PowerPoint, and Outlook to create documents and emails that demonstrate the skills required to pass the first level MOS exam in each application.

Analyze and interpret best practices within the scope of practice for business office workers in the following business areas:
- ▪ The nature of Canadian business and how it fits into global economic systems.
- ▪ Conducting business ethically and responsibly.
- ▪ Entrepreneurship and the creation of a viable plan for a small business.
- ▪ The growing complexity in the global business environment and major world marketplaces in light of trade agreements.
- ▪ Identify the characteristics that distinguish service operations from goods production in relation to operations planning, productivity and quality assurance, and supply-chain strategies.

- Explain the concept of marketing and identify the forces on it in relation to a marketing plan, market segmentation, marketing research, consumer buying patterns, organizational market types, branding and packaging.
- Identify the various pricing objectives that govern pricing decisions in terms of price-setting tools, pricing strategies, objectives of promotion, role of advertising, distribution channels and the role of intermediaries.

Career Occupation

The Medical Dental Office Administration program prepares students for career occupations in medical and dental offices as well as in business and administrative occupations. Examples include administrative occupations in doctor's and/or dentist's offices, hospitals, medical clinics, and other medical settings (NOC 2021 codes 13112 and 13110).

PROGRAM DESIGN MDAA

Revised: 2023-05-10

Medical Dental Accounting Administration program (MDAA)	Hours	Delivery method
Requires completion of all courses in: ▪ Medical Dental Applications program	*700*	
Requires completion of all courses except GO Week Get Oriented and Employability Skills in Business Finance Management (BFM) program as follows:		
Accounting Prerequisite Office Skills (20 hrs) courses:		
▪ Windows 11 Operating System	10	All courses in class or online
▪ Canada Essential Skills	10	
Essential Business & Accounting Skills (240 hrs) courses:		
▪ Human Relations Management	28	All courses in class or online
▪ Accounting Management	20	
▪ Business Communication	40	
▪ Excel for Accounting	8	
▪ Manual Bookkeeping	120	
▪ Manual Payroll	24	
Certified Digital Accounting (240 hrs) courses:		
▪ Sage 50 Accounting	100	All courses in class or online
▪ Sage 50 Accounting Certification	20	
▪ Striven	44	
▪ QuickBooks Online	60	
▪ QuickBooks Online Certification	16	
▪ Work Experience Practicum	100	On site
Total	*600*	
Totals	**1300**	

Learning Outcomes for MDAA program

Medical Dental Applications program learning outcomes are described above under the MDA program information.

<u>Business Finance Management (BFM) program learning outcomes.</u>
Analyze and interpret best practices within the scope of practice for web, business applications, and financial application office workers in the following areas:

- Analyze and internalize the college student manual, financial literacy, MS-Teams platform for learning and soft skills such as professionalism, time management and study skills.
- Describe and use the current Windows operating system, common MS-Office features, and Canadian essential skills.

Analyze and interpret best practices within the scope of practice for business office workers in the following business areas:

- Explain the role of accountants in terms of their professional designations, creation of basic financial statements, financial ratios, and ethics in accounting and reporting company health.
- Define money and identify where companies can obtain it with reference to financial institutions, the Bank of Canada, alternative banks, specialized lending and saving intermediaries, investment dealers and international banking and finance institutions.
- Describe the role of a company financial manager in relation to expenditures, long and short-term financing, risk aversion, common and preferred stock options, and other financial vehicles for raising capital.
- Analyze professional business communication in today's digital, social, and mobile world regarding writing positive and negative business messages, creating digital media, giving in-person oral and online presentations, resume writing and job search skills.
- Use generally accepted accounting principles to create general journals, general ledgers, trial balances, special journals, and payroll report document in manual bookkeeping.
- Review and apply essential Canadian payroll concepts by completing a series of exercise and assignments.
- Use Sage 50 Accounting to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and projects, and create all required reports.
- Use Sage 50 Accounting to record financial transactions that demonstrate the skills required to obtain the first level certification.
- Explore Striven, a cloud-based enterprise resource planning solution which features accounting, inventory management, human resources, customer relationship management, and project management functions.
- Use QuickBooks Online to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and Projects, and create all required reports.
- Use Quick Books Online to record financial transactions that demonstrate the skills required to obtain the first level certification.
- Learn the skills, knowledge, and attitudes that will help the student to successfully pursue the career of their choice.

Career Occupation

The Medical Dental Accounting Administration program prepares students for career occupations in medical and dental offices as well as in business, finance, and administration. Examples include occupations in doctor's and/or dentist's offices, hospitals, medical clinics, other medical settings, and in

accounting and related business administrative occupations such as accounting technicians and bookkeepers. (NOC 2021 codes 13112 and 12200).

PROGRAM DESIGN MDOM

Revised: 2023-07-27

Medical Dental Office Management program (MDOM)	Hours	Delivery method
Requires completion of all courses in: 　▪　Medical Dental Applications program	*700*	
Requires completion of all courses except GO Week Get Oriented and Employability Skills in Business Finance Management (BFM) program as follows:		
Accounting Prerequisite Office Skills (20 hrs) courses: 　▪　Windows 11 Operating System 　▪　Canada Essential Skills	 10 10	All courses in class or online
Essential Business & Accounting Skills (240 hrs) courses: 　▪　Human Relations Management 　▪　Accounting Management 　▪　Business Communication 　▪　Excel for Accounting 　▪　Manual Bookkeeping 　▪　Manual Payroll	 28 20 40 8 120 24	All courses in class or online
Certified Digital Accounting (240 hrs) courses: 　▪　Sage 50 Accounting 　▪　Sage 50 Accounting Certification 　▪　Striven 　▪　QuickBooks Online 　▪　QuickBooks Online Certification	 100 20 44 60 16	All courses in class or online
▪　Work Experience Practicum	100	On site
Total	*600*	
Requires completion of all courses except GO Week Get Oriented, Windows 11 Operating System, and Canada Essential Skills, in Web and Office (WO) program as follows:		
Prerequisite Office Skills (100 hrs) courses: 　▪　Common MS Office Features 　▪　Digital Marketing Essentials	 16 84	All courses in class or online
Certify with Words and Numbers (240 hrs) courses: 　▪　Microsoft Word 　▪　Microsoft Word Certification 　▪　Microsoft Excel 　▪　Microsoft Excel Certification 　▪　Introduction to Business Essentials 　▪　Microsoft Planner	 54 28 54 28 44 32	All courses in class or online
Communicate Your Stories (240 hrs) courses: 　▪　Microsoft PowerPoint	 40	All courses in class or

▪ Microsoft PowerPoint Certification	24	online
▪ Microsoft Outlook	16	
▪ Microsoft Outlook Certification	12	
▪ Operations Management	24	
▪ Chrome Browser	20	
▪ Social Media Marketing	104	
Total	*580*	
Totals	**1880**	

Learning Outcomes for MDOM program
- ▪ Medical Dental Applications – refer to previous descriptions.
- ▪ Business and Finance Management – refer to previous descriptions.
- ▪ Web and Office – refer to previous descriptions.

Career Occupation
The Medical Dental Office Management program prepares students for career occupations in medical and dental offices as well as in business, finance, and administration.

Examples include occupations in doctor's and/or dentist's offices, hospitals, medical clinics, other medical settings, and in accounting and related business administrative occupations such as accounting technicians and bookkeepers. (NOC 2021 codes 13112, 13110, 12200).

ADMISSION REQUIREMENTS

Revised: 2023-05-15

Applicants must meet these requirements prior to acceptance into the program:
- ▪ Grade 12 graduation from BC secondary school or equivalent*, or equivalent* from another school system, or be a mature applicant (must be 19 years old on the first day of class)
- ▪ If a mature applicant, then provide proof of completion of grade 10 English from a BC secondary school or equivalent* from another school system or complete one of the following assessments:
  - o Accuplacer
    - ▪ Next generation reading minimum score 230.
    - ▪ Next generation writing minimum score 230.
  - o Canadian Language Benchmark Placement Test (CLB PT) within last year
    - ▪ Listening 6
    - ▪ Speaking 6
    - ▪ Reading 6
    - ▪ Writing 6
  - o International English Language Testing System (IELTS) academic or general test within the last two years
    - ▪ Overall band score of 5.5 with a minimum of 5.5 in each of speaking, listening, reading, and writing.
  - o Test of English as a Foreign Language (TOEFL)
    - ▪ Overall score of 46-59

- Reading 8-12
- Writing 18-20
- Speaking 16-17
- Listening 7-11

Some work experience hosts for the Medical Dental Applications program may require a criminal record check. It is the student's responsibility to provide this directly to the host. If a criminal record check reveals information that raises concerns relevant to the placement the host may decline the placement.

Applicants must meet with a DCC official and complete the required documents.

*Equivalent:
For detailed information about equivalencies please speak with your DCC Admissions Advisor. Entrance requirements may be met with evidence of secondary and post-secondary studies at an equivalent level, and/or with successful assessment testing.

METHODS of EVALUATION

Student progress and success will be assessed regularly throughout each program. This will be accomplished using a variety of evaluation tools, including written evaluations such as tests, quizzes, assignments, and case studies. Assessment items used are fully described in course outlines.

Final transcripts will record all marks for courses within each program. The passing mark for all courses is 70%. Each course within a program must be passed to graduate.

GENERAL INFORMATION

Course information will be given to students at the beginning of each course.

Schedules may vary, and students must be prepared to attend in person and online classes as scheduled. Schedules will be distributed at the beginning of the program. Class times may be subject to change. Students must be able to attend all classes: either in the campus classroom or in the online classroom, and at a host facility for work experience.

For online learning students will require a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

Each of these programs is offered in a cohort instructor lead learning format. Primary methods of instruction will include lectures, demonstrations, discussion, practice, individual guidance, and small group instruction. We use MS-Teams and Moodle to host content, evaluation, and guide students; and MyLab IT to host some content.

Work Experience
Students are encouraged to assist in finding work experience placements. Each work experience will be scheduled towards the end of the program it is attached to.

Work experience placements will be at a variety of sites in the community. Please note that students may have to travel outside of their home community to attend their work experience placement. Students must be able to attend their placement as scheduled; this may be on days, evenings, or weekends. Students will be required to supply their own transportation to their placements and to assume any other related costs.

Students must have successfully completed all the courses in the program prior to attending their work experience. While on their work experience students must portray a professional image.

There may be off-site field trips arranged during the program as opportunity and resources allow. Students will be required to supply their own transportation for these.

Schedules
Classes are usually scheduled for 20 hours each week (emergencies excepted), for both in class and online delivery models. Class schedules vary and will be given to students during their admission to the program. Class times and schedules may change.

Resources and Equipment
The required textbooks and e-books for each program will be distributed as needed during the courses. The instructor will supply other resources such as online handouts, study aids, and other electronic resources as needed.

Classes will take place either in the virtual online classroom or in a campus classroom. DCC uses Office 365 Teams environment as the online platform. All students will receive a free license and access to student software while enrolled in this program.

Recommended Student Characteristics
Our experience has shown that participants in these programs will be more successful if they are:
- Willing to engage in class discussion.
- Enjoy reading, research, and study.
- Able to write and record information gathered.
- Able to maintain excellent attendance in class.
- Able to complete work on time.

Revisions
Information contained in this curriculum guide is correct at the time of publication. Content of courses and programs is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. Students will be given notice of any changes as soon as possible.