



**Yukon
University**

School of Business and Leadership

MOA 101

Medical Office Procedures

Term: Winter 2026

Number of Credits: 3

Course Outline

INSTRUCTOR	Chris Young	OFFICE HOURS	By appointment, contact
OFFICE	TBD	CLASSROOM	Lecture: A2702
E-MAIL	christopher.young@yukonu.ca	CLASS TIME	Lecture: T/R 1 pm – 2:20 pm
TELEPHONE	TBD	CRN	20257

In Person, Jan 05 – April 17th, 2026.

COURSE DESCRIPTION

This course prepares students with knowledge and skills of office procedures in a medical office in the Yukon. Students will use medical office equipment and software to develop skills in appointment scheduling, reception, filing, preparing and handling laboratory samples and sterilizing medical instruments. Students will learn and use medical terminology for simple clinic procedures, perform baseline assessments on patients, and fill out medical forms and maintain a complete inventory of clinic supplies. Students will also learn Yukon Health Care Billing and Yukon Health Care Policies and Directives, which will help them complete medical forms and documents to support patients in receiving insured health services in the Yukon. Lastly, students will learn techniques on therapeutic communication, verbal and non-verbal cues to equip them with empathy and advocacy to meet the needs of the patients.

COURSE REQUIREMENTS

Prerequisite(s): None

LEARNING OUTCOMES

Upon successful completion of the course, students will have the following skills:

- Communicate within a health care team using basic medical terminology
- Execute baseline testing including urine dips, eye exam, blood sugar testing, blood pressure, ECG and Holter monitor
- Perform sterilization of instruments and proper handwashing techniques

- Label and complete medical forms and documents commonly used in a health care setting
- Navigate and control the different parts of an Electronic Medical Record
- Organize a day-to- day clinic schedule
- Assist patients by using different interpersonal and intercultural communication skills

COURSE FORMAT

Weekly breakdown of instructional hours

Students will attend two 1.5-hour classes per week during the semester. Throughout the semester, students will be required to demonstrate practical skills common to a medical office setting.

Delivery format

Face to face

EVALUATION

Class Activities/Practical	20 %
Assignments	20 %
Midterm Exam	15 %
Practical Patient Management Project	20 %
Final Exam w. Practical	25 %
Total	100%

Students will complete authentic assessments.

COURSE WITHDRAWAL INFORMATION

Refer to the [YukonU website for important dates](#).

TEXTBOOKS AND LEARNING MATERIALS

Course resources will be provided to students on Moodle.

Laptops or desktops will be provided in class for student use.

For students using their own computers or laptops, they will require the following:

- Windows-based PC* (desktop or laptop) that is less than five years old
- Webcam (built-in or external), speakers or headphones, and a microphone
- Desktop or laptop computer installed with up-to-date internet browsers and web-conferencing software (Zoom, MS Teams, etc.).
- Current operating system - Windows 11
- Fast, wired broadband internet connection

*Chromebooks are not sufficient, and Mac products are not compatible with the Microsoft-based software used in this program and may put students at a disadvantage to successfully complete the program.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from any Yukon University program, all students are required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr to complete the core competency requirement.

ACADEMIC INTEGRITY

Students are encouraged to contribute toward a positive and supportive environment, and Academic dishonesty will not be tolerated.

Please refer to YukonU's [Academic Regulations and Procedures](#) for details about academic standing and student rights and responsibilities.

ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact [Accessibility Services](#) for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

Module	Outcomes:
Medical terminologies	<ul style="list-style-type: none">Enable learners to communicate using basic medical terminologies among Health Care team members.Learners will be able to obtain medical information from another healthcare provider and repeat/share this to physiciansStudents will be able to recognize medical terminology parts: prefix-root-suffixStudents will be able to identify the meaning of abbreviated medical terms
The roles of a Medical Office Assistant	<ul style="list-style-type: none">Students will be aware of their role in the Health Care settingStudents will be able to work with other members of the Health Care TeamStudents will be able to listen and respect the needs of their vulnerable patientsStudents will be able to run the day-to-day operations of a clinic

Communication skills in a healthcare setting	<ul style="list-style-type: none"> • Listen to the needs of the clients • Respect boundaries and confidentiality of the patients • Empathize with clients • Respond to clients using therapeutic communication
Clinic setting: The exam room	<ul style="list-style-type: none"> • Prepare and maintain an organized exam room • Assist Physicians in performing pap, swabs, ear flushing and other minor procedures as needed
Clinic setting: The drug room and supplies	<ul style="list-style-type: none"> • Prepare and maintain an organized drug room • Maintain a complete inventory • Recognize the different clinical instruments in a clinic
Baseline assessments	<ul style="list-style-type: none"> • Perform ECG and Holter • Perform eye exam • Blood sugar test, urine drug test, urine dip, pregnancy test • Height and weight
Policies and Directives	<ul style="list-style-type: none"> • Recognize the different Yukon government policies that guides the delivery of insured health services in the Yukon • Interpret the different policies and directives • Identify the requirements for special approval requests • Advocate for clients for them to receive funding support for Medical Travel and special procedures
Forms and referrals	<ul style="list-style-type: none"> • Fill out application forms with correct diagnosis and clinical indicators / information • Identify correct application forms for different government / federal programs • Identify / locate correct referral forms • Complete lab investigation / imaging forms
Different types of medical documents	<ul style="list-style-type: none"> • Identify the different types of medical documents • Label and categorize medical documents • Locate medical records when requested
Yukon Health Billing and private billings	<ul style="list-style-type: none"> • Locate the payment schedule for Yukon • Create a private billing for driver's medical exam and other physical exam for employment • create Yukon billing
Plexia	<ul style="list-style-type: none"> • Identify the different medical records categories • Operate Plexia as an EMR • Communicate to other health care team members using Plexia • Locate and update client demographics and eligibility using client registry • Provide support to physicians by creating an organized office environment