FULL COURSE OUTLINE · 12 WEEKS · 144 INSTRUCTIONAL HOURS

MOA Level Up with TELUS CHR

The complete outline of MOA Level Up, the online upskilling program for current Alberta clinic staff. Weeks 11 and 12 are taught in TELUS CHR. Everything your clinic needs for a grant application is on one page: the program details, all nine modules with hours and cost, and what each one covers.

Program details

The facts a grant application asks for.

Program	MOA Level Up with TELUS CHR
Provider	Alberta Educational Centre (AEC), a private career college in Calgary. Phone +1 403 441 2059, contact@myaec.live. 5980 Centre Street S, Calgary, AB
Who it's for	Current employees of private Alberta clinics (medical office assistants, front-desk, billing and office staff), to upgrade the skills they use in their present jobs. Not an entry-level program.
Length	12 weeks, 144 instructional hours (12 hours a week)
Delivery	Online and instructor-led, with a qualified instructor throughout. Weeks 1 to 10: 6 hours of live online classes and 6 hours of instructor-guided labs each week. Weeks 11 and 12: four live sessions of 3 hours each week.
Not counted in the 144 hours	Homework, quizzes and self-study, about 1 to 2 hours a week
Practice data	All labs use practice data in demo environments. No real patient information is used.

Assessment	A lab each week, checked by the instructor; a 10-question quiz each week (70% to pass); a final hands-on lab in TELUS CHR (80% to pass)
To complete	Attend at least 80% of instructional hours (attendance is recorded), submit at least 80% of labs, pass at least 10 of 12 quizzes, and pass the final lab. Trainees who don't meet these requirements don't receive the certificate; one retake of the final lab is allowed.
Instructors	Every trainee has access to a qualified instructor throughout. Each instructor has education credentials and experience directly related to the module, intended to meet the CAPG definition of a qualified instructor: relevant experience in at least 4 of the last 10 years, or at least 2 years with a Canadian bachelor's degree (or equivalent) or as a graduate of a college or registered private career college. Instructor names are listed on the quote for each intake.
Dates	Start and end dates are set for each intake and written on the employer's quote. Training starts only after the grant application is received and finishes within 52 weeks.
Credential	Certificate of completion from AEC. Not a diploma and no credit toward a diploma.
Cost	$6,670 per trainee, all-in (tuition, e-books and practice software). Paid once, on the start date. No other fees. Cancellation, refund and replacement terms are written on the quote.
Skill categories	Each module shows a suggested CAPG productivity skill category. The employer selects the category in the application, and CAPG decides.

Modules, hours and cost

Nine modules over 12 weeks, in this order.

Module	Weeks	Hours	Cost
Microsoft 365 Template Building for Clinic Admin	Week 1	12	$555
Lean Front Office and Patient Flow	Week 2	12	$555
Clinical Documentation and Medical Terminology for the Front Office	Week 3	12	$555
Alberta Physician Billing and Diagnostic Coding	**Weeks 4 to 6**	**36**	**$1,675**

Module	Weeks	Hours	Cost
PCPCM and Panel Management	Week 7	12	$555
Cybersecurity and Health Information Privacy	Week 8	12	$555
Clinic Compliance for the Front Desk	Week 9	12	$555
AI Tools for Clinic Admin Work	Week 10	12	$555
EMR Skills Past Onboarding: TELUS CHR	Weeks 11 and 12	24	$1,110
Total, full program	**12 weeks**	**144**	**$6,670**

Modules are offered only as the full 12-week program. Each module is listed with its own hours and cost so the employer can enter it in the grant application.

Module by module

What each module covers, how it is assessed, and who teaches it.

MLU-101

1. Microsoft 365 Template Building for Clinic Admin

Week 1 **12 instructional hours** **$555**

Suggested skill category: Digital and technological skills · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Build and share reusable Word, Outlook and Excel templates that cut retyping at the front desk.

TOPICS

- Program orientation: course map, learning site, demo environment, privacy rules for practice data, how to reach the instructor; digital readiness check
- Word: letter templates with content controls and fill-in fields (recall, referral, lab follow-up, sick note, third-party form cover letter), styles and letterhead, saving templates for the team
- Outlook: email templates and Quick Parts for common replies, shared-mailbox signature
- Excel: reusable tracker templates with dropdowns and locked formulas (rejected claims, referrals, supply orders)
- Mail merge from a template

Lab and assessment: Clinic template kit: build 5 templates the trainee's own clinic can use, with no patient data. Weekly quiz (not counted in hours).

Instructor: IT or office administration diploma, or a Microsoft certification, plus at least 4 years in the last 10 teaching or doing Microsoft 365 office work (2 years with a degree or college diploma).

MLU-102

2. Lean Front Office and Patient Flow

Week 2 | **12 instructional hours** | **$555**

Suggested skill category: Business processes and operations management · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Map patient flow, measure delays, and plan one practical improvement for their own clinic.

TOPICS

- Process mapping from the first call to check-out
- Measuring wait times, phone backlog and no-shows
- Appointment reminders and confirmations; booking triage workflows
- Standard work for the front desk
- Choosing and planning one improvement

Lab and assessment: Improvement plan: a one-page plan for one front-desk process at the trainee's own clinic. Weekly quiz (not counted in hours).

Instructor: Business or healthcare administration credential, or Lean/Six Sigma training, plus at least 4 years in the last 10 improving clinic or office processes (2 years with a degree or college diploma).

MLU-103

3. Clinical Documentation and Medical Terminology for the Front Office

Week 3 | **12 instructional hours** | **$555**

Suggested skill category: Business processes and operations management · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Keep clinic records accurate and complete: read medical terms in charts, lab reports and codes correctly, and follow documentation standards.

TOPICS

- Word parts, standard abbreviations and "do not use" abbreviations
- Terms by body system as they appear in charts, lab reports and diagnostic codes
- Reading lab and imaging reports
- Documentation standards: corrections, late entries, filing to the right chart
- Consult and referral letter formats

Lab and assessment: Terminology audit of 10 practice charts, and correcting 15 practice notes. Weekly quiz (not counted in hours).

Instructor: MOA diploma or a health credential, plus at least 4 years in the last 10 working in an Alberta clinic (2 years with a degree or college diploma).

MLU-104

4. Alberta Physician Billing and Diagnostic Coding

Weeks 4 to 6 **36 instructional hours** **$1,675**

Suggested skill category: Business processes and operations management · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $1,675 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Build clean Alberta claims with correct diagnostic codes, fix rejected claims, and bill WCB, third-party and uninsured services.

TOPICS

- Week 4, how a claim is built: the Schedule of Medical Benefits, health service codes, modifiers, claim fields (health number, referring practitioner, business arrangement and practitioner IDs), finding the right diagnostic code
- Week 5, claim rejections: reading explanation codes, the most common rejection causes and how to prevent them, resubmissions, adjustments and deadlines, daily and weekly billing checks
- Week 6, beyond AHCIP: WCB Alberta forms and billing, third-party and uninsured services, invoices and receipts, "know your clinic's services", Alberta Health audits and records to keep

Lab and assessment: Lab 4: code and build 20 clean practice claims. Lab 5: fix 20 rejected practice claims. Lab 6: clean a month of practice claims and build a one-page service list for the trainee's clinic. Weekly quiz (not counted in hours).

Instructor: MOA or billing credential, plus at least 4 years in the last 10 submitting Alberta physician claims (2 years with a degree or college diploma).

MLU-105

5. PCPCM and Panel Management

Week 7 **12 instructional hours** **$555**

Suggested skill category: Business processes and operations management · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Keep a patient panel accurate and support the clinic's PCPCM payments.

TOPICS

- How PCPCM pays: panel size, complexity and time-based payments
- Why panel accuracy affects clinic revenue
- Cleaning the panel: inactive patients, duplicates and conflict checks
- Supporting physician time capture
- Recall and preventive-care lists; a monthly panel report

Lab and assessment: Clean a 600-patient practice panel and produce a monthly panel report. Weekly quiz (not counted in hours).

Instructor: MOA or health administration credential, plus at least 4 years of Alberta clinic billing or panel work in the last 10 (2 years with a degree or college diploma).

MLU-106

6. Cybersecurity and Health Information Privacy

Week 8 **12 instructional hours** **$555**

Suggested skill category: Digital and technological skills · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Protect clinic systems at the front desk and handle health information under the Health Information Act.

TOPICS

- How clinic breaches start: phishing, fake e-transfers, spoofed results, phone pretexting
- Passwords, multi-factor authentication, shared workstations, fax and email risks
- The Health Information Act for front-desk staff: collection, use, disclosure, patient access requests
- Privacy breach response and reporting steps
- Secure messaging and patient portals

Lab and assessment: Phishing drill and a privacy breach tabletop exercise. Weekly quiz (not counted in hours).

Instructor: CompTIA Security+ or a similar IT security credential, plus at least 4 years in the last 10 in IT or security (2 years with a degree or college diploma).

MLU-107

7. Clinic Compliance for the Front Desk

Week 9 **12 instructional hours** **$555**

Suggested skill category: Business processes and operations management · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Apply the standards and rules that touch front-desk work, and check their own clinic against them.

TOPICS

- CPSA standards that touch the front desk: patient record management, test results follow-up, release of records
- Records retention and secure destruction
- WCB forms and deadlines
- Consent and release-of-information requests
- Working with the clinic's own policies

Lab and assessment: Compliance checklist completed for the trainee's own clinic. Weekly quiz (not counted in hours).

Instructor: Relevant credential, plus at least 4 years as a clinic manager, privacy officer or compliance lead in the last 10 (2 years with a degree or college diploma).

MLU-108

8. AI Tools for Clinic Admin Work

Week 10 | **12 instructional hours** | **$555**

Suggested skill category: Digital and technological skills · **Delivery:** online, live classes and instructor-guided labs · **Cost per trainee:** $555 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Use AI tools for office tasks safely, check the output, and support the clinic's AI privacy rules.

TOPICS

- What AI can and can't do in a clinic office
- What must never go into an AI tool: patient-identifying information
- Prompting for office tasks: letters, instructions, policy drafts, inbox sorting
- Checking AI output for accuracy
- AI scribes: how they work, patient consent, what staff must check; privacy impact assessments and clinic AI use rules

Lab and assessment: A tested clinic prompt library (10 prompts) and a privacy review of a demo AI tool. Weekly quiz (not counted in hours).

Instructor: IT credential with training in AI tools, plus at least 4 years in the last 10 in IT training or support (2 years with a degree or college diploma).

MLU-109

9. EMR Skills Past Onboarding: TELUS CHR

Weeks 11 and 12 | **24 instructional hours** | **$1,110**

Suggested skill category: Digital and technological skills · **Delivery:** online, live instructor-led sessions · **Cost per trainee:** $1,110 tuition (includes course materials; no external exams; no other fees)

By the end, trainees can: Use TELUS CHR past the basics: scheduling, charting, billing, inbox and templates, and run a full clinic day.

TOPICS

- Session 1: secure login and MFA, navigation, shortcuts and settings; registering and updating patients
- Session 2: appointment types, booking and rebooking, walk-ins, schedule blocking, day sheets
- Session 3: encounter notes, vitals, importing and filing documents, lab requisitions
- Session 4: Alberta claims from the EMR, diagnostic codes, private billing, fixing a rejected claim
- Session 5: cumulative patient profile, medication list, prescription renewal workflow
- Session 6: inbox, messages and tasks, automated reminders, clearing a backlog
- Session 7: recall lists, immunization schedules, building forms, letters and templates
- Session 8: privacy in the EMR (access controls, audit logs), then the final lab

Lab and assessment: Final lab: run a morning at a demo clinic with the instructor (schedule, registration, check-in, filing, tasks, billing, recalls). Pass mark 80%.

Instructor: MOA or health administration credential, plus at least 4 years of relevant clinic experience in the last 10 (2 years with a degree or college diploma), including regular use of TELUS CHR. Taught by an AEC instructor, not the software vendor.

Questions or a grant-ready quote: +1 403 441 2059 · contact@myaec.live · Book a call: bookings.cloud.microsoft (MOASkillup@myaec.live)

Grant information is based on the Canada-Alberta Productivity Grant Applicant Guidelines (October 2026) and may change. The employer applies before training starts; the Government of Alberta decides all applications and approval is not guaranteed. AEC can help with paperwork but can't apply or sign for the employer. AEC is not affiliated with TELUS Health or LifeLink. Outline version 10 Nov 2026. Alberta Educational Centre, 5980 Centre Street S, Calgary, AB.