



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – Fall 2019

UC 1202 WORK ROLE INTRODUCTION– 3 (3-0-0) 45 Hours

INSTRUCTOR: Sarah Worton BScN, RN
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OFFICE HOURS: By appointment only.
Room: F207

CALENDAR DESCRIPTION:

This course is designed to introduce the students to a basic understanding of the role of the Unit Clerk in a variety of settings. Topics include health care organizations, legal and ethical issues, confidentiality, conflict resolution, communication, non-violent crisis intervention, emergencies, security, self-examination, teamwork and stress management.

PREREQUISITE/COREQUISITE: None.

REQUIRED TEXT/RESOURCE MATERIALS:

Thompson, V.D. (2018). *Administrative and Clinical Procedures for the Canadian Health Professional*. (4th Ed.). Don Mills: Ontario.

DELIVERY MODE(S): In classroom and videoconference

COURSE OBJECTIVES:

Know the basic skills needed to perform effectively as a health office administrative assistant in a Canadian fast-changing work environment.

Upon successful completion of this course, the student will be able to: 1. Describe the role of the Unit Clerk/ Physician's office staff.

LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. Describe the role of the Unit Clerk/ Physician's office staff.
2. Identify legal and ethical healthcare issues related to the role of the Unit Clerk and Physician's office staff.
3. Demonstrate different communication techniques used in a variety of settings including inter-office communication, patient communication, and patient education.
4. List the responsibilities of the unit clerk in maintaining privacy and confidentiality.
5. Discuss the Unit Clerk role in a variety of emergency situations.
6. Demonstrate a working understanding of Standard Precautions.
7. Discuss teamwork strategies.
8. Describe the relationship between followership and leadership and list attributes for both.

TRANSFERABILITY:

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.

EVALUATIONS: The Midterm exam will be scheduled during Week 7 and the Final exam will be scheduled to be taken during Week 15, dates and times TBA. The midterm and finals will be timed exams, and you will have 60 minutes to complete them.

GRADING CRITERIA:

Written Assignments (5% each)	30%
Participation	10%
Midterm Exam	30%
Final Exam	30%

All assignments **must be typewritten**. It is particularly important to save a copy of any written work handed in for credit or grading on a memory stick.

Assignments are due on the dates set by the instructor. If an extension is granted, it must be requested prior to the due date. Unauthorized late written assignments will have a 10%-per-day late penalty applied to the assigned grade.

Note: in order to pass UC 1202:

1. ALL assignments must be completed
2. You must achieve an overall grade of C- (60%)

GRANDE PRAIRIE REGIONAL COLLEGE

GRADING CONVERSION CHART

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A+	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89.9	
A-	3.7	80 – 84.9	FIRST CLASS STANDING
B+	3.3	77 – 79.9	
B	3.0	73 – 76.9	GOOD
B-	2.7	70 – 72.9	
C+	2.3	67 – 69.9	SATISFACTORY
C	2.0	63 – 66.9	
C-	1.7	60 – 62.9	
D+	1.3	55 – 59.9	FAIL
D	1.0	50 – 54.9	
F	0.0	0 – 49.9	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

STUDENT RESPONSIBILITIES:

Regular attendance is critical to success in UC 1202. Should a student be unable to attend a class, it is the student's responsibility to acquire the material missed and to complete the assigned readings, in class work, and assigned homework. If a student is unable to attend an in-class test or quiz, the instructor must be advised before the test/quiz is administered. Text or e-mail notification is expected. Failure to notify the instructor of an absence will result in a grade of 0 for the missed assignment/quiz.

Refer to the College Policy on Student Rights and Responsibilities at <https://www.gprc.ab.ca/about/administration/policies/fetch.php?ID=69>

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies/fetch.php?ID=68> **

**Note: all Academic and Administrative policies are available on the same page.