



**DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES**

**COURSE OUTLINE – WINTER/SPRING 2018**

**UC 1202 WORK ROLE INTRODUCTION 3 (3-0-0) 45 Hours 15 Weeks**

**INSTRUCTOR:** Dalyce Sather-McNabb **PHONE:** 780-897-1094 (cell)  
BScN. RN.

**OFFICE:** Online Office **E-MAIL:** dsathermcnabb@gprc.ab.ca

**VIRTUAL OFFICE**  
**HOURS:** By appointment only.

**DELIVERY MODE:** Online

**PREREQUISITE(S)/COREQUISITE:** None

**REQUIRED TEXT/RESOURCE MATERIALS:**

Thompson, V. D. (2014). Administrative and Clinical Procedures for the Canadian Health Professional, 4<sup>th</sup> edition. Toronto, ON: Pearson Canada.

*Textbook can be purchased through the GPRC Bookstore:*

<https://www.gprc.ab.ca/services/bookstore.html>

**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.

**LEARNING OUTCOMES:**

Understand the role of the Unit Clerk in a variety of settings. Understanding of health care organizations, legal and ethical issues, confidentiality, conflict resolution, communication, non-violent crisis intervention, emergencies, security, self-examination, teamwork and stress management.

## **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.
2. Describe the general structure of a hospital, departments within the hospital, and Physician's office.
3. Identify legal and ethical healthcare issues related to the role of the Unit Clerk and Physician's office staff.
4. Recognize different communication techniques used in a variety of settings.
5. List the responsibilities of the unit clerk in maintaining confidentiality.
6. Discuss the Unit Clerk role in a variety of emergency situations.
7. Demonstrate a working understanding of Standard Precautions.
8. Discuss and implement teamwork strategies.

## **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:**

<b>Blackboard Meeting</b>	Complete/Incomplete
<b>FOIP CERTIFICATE</b>	Complete/Incomplete
<b>Assignments</b>	30%
<b>Weekly Discussion Forum Participation</b>	30%
<b>Midterm Exam</b>	20%
<b>Final Exam</b>	20%

- **ALL Assignments due by 1159 pm of the due date.**

Assignment or Exam	Weight	Due Date (tentative and are subject to change)
Blackboard Online Introduction Meeting	Complete/Incomplete	See Moodle Page for Dates
Culture Assignment	15%	See Moodle Page for Dates
Scheduling Assignment	15%	See Moodle Page for Dates
FOIP Certificate	Complete/Incomplete	See Moodle Page for Dates
Weekly Postings	30%	Due Sundays
Midterm Exam	20%	Date and Time TBA <b>Open for 60 minutes</b>
Final Exam	20%	Date and Time TBA <b>Open for 60 minutes</b>

**Note: in order to pass UC 1202:**

1. ALL assignments and exams must be completed. Incomplete or missed assignments will result in a fail (F) in the course.
2. You must achieve an overall grade of C- (60%)

- Assignments are due on the dates set by the instructor. If an extension is granted, it must be requested prior to the due date. It is expected that **ALL** assignments must be completed to obtain credit in the course.
- A penalty of one alpha grade for each calendar day that an assignment is submitted after the due date will be deducted from the final mark. For example, an assignment marked at B+ would receive an adjusted grade of B if handed in one day late. Anything assignment submitted after 1159 of the due date is considered one day late.

<b>GRADING CONVERSION CHART</b>			
<b>ALPHA GRADE</b>	<b>PERCENTAGE CONVERSION (%)</b>	<b>4-POINT EQUIVALENT</b>	<b>DESCRIPTOR</b>
<b>A+</b>	90 – 100	4.0	Excellent
<b>A</b>	85 – 89.9	4.0	
<b>A-</b>	80– 84.9	3.7	Very Good First Class Standing
<b>B+</b>	77 – 79.9	3.3	
<b>B</b>	73 – 76.9	3.0	Good
<b>B-</b>	70 – 72.9	2.7	
<b>C+</b>	67 – 69.9	2.3	Satisfactory
<b>C</b>	63 – 66.9	2.0	
<b>C-</b>	60 – 62.9	1.7	
<b>D+</b>	55 – 59.9	1.3	Poor
<b>D</b>	50 – 54.9	1.0	Minimal Pass
<b>F</b>	0 – 49.9	0.0	Failure
<b>WF</b>	0	0.0	Fail Withdrawal after the deadline

## COURSE SCHEDULE

WEEK	TOPIC	Resources Please Read Chapters
Week 1	Orientation	
Week 2	The Health Office Professional Health and the Individual	
Week 3	Culture and Health	
Week 4	The Canadian Health-Care System	
Week 5	Standards and Safety in Health Care	
Week 6	Diagnostic Tests	
Week 7	Midterm	
Week 8	Pharmacology	
Week 9	Communicating for Health	
Week 10	Scheduling Appointments	
Week 11	Health Care Plans	
Week 12	Stress/ Time Management	
Week 13	Generational Differences in the Workplace	
Week 14	Health Information Management	
Week 15	Final Exam	

- o This schedule is a guideline and the instructor reserves the right to make adjustments to the due dates of assignments/exams.

**STUDENT RESPONSIBILITIES:** See the 2018-19 College Calendar section titled: Student Conduct.

**STATEMENT ON PLAGIARISM AND CHEATING:**

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 [www.gprc.ab.ca/about/administration/policies/](http://www.gprc.ab.ca/about/administration/policies/)

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

***UNIVERSITY TRANSFER (If applicable):***

**\*\* 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.**

Please refer to the Alberta Transfer guide for current transfer agreements:

[www.transferalberta.ca](http://www.transferalberta.ca)