



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – Fall 2017

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

INSTRUCTOR: Deena Honan RN, MSN **PHONE:** 780-539-2703

OFFICE: H204 **E-MAIL:** dhonan@gprc.ab.ca

OFFICE HOURS: By Appointment

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 edition. Toronto: Pearson

DELIVERY MODE(S): In classroom and videoconference

COURSE OBJECTIVES:

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

Demonstrate an understanding of the Canadian health care system, health care organizations, legal and ethical issues, privacy and confidentiality (FOIP), scheduling, communication, emergency procedures, security, teamwork, time and stress management.

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:

Not applicable

EVALUATIONS: The Midterm exam will be scheduled during the week of October 17 - 20, 2017 and the Final exam will be scheduled in December during exam week. This exam date can be found on MyGPRC.

GRADING CRITERIA:

Written Assignments	25%
Online Quizzes	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	
A-	3.7	80 – 84	FIRST CLASS STANDING
B+	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B-	2.7	70 – 72	
C+	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C-	1.7	60 – 62	
D+	1.3	55 – 59	FAIL
D	1.0	50 – 54	
F	0.0	0 – 49	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	Resources Please Read Chapters
Week 1 September 1	Orientation to the course The Health Office Professional	Chapter 1
Week 2 September 5 & 8	Health and the Individual	Chapter 2
Week 3 September 12 & 15	Culture and Health	Chapter 3
Week 4 September 19 & 22	The Canadian Health-Care System	Chapter 4
Week 5 September 26 & 29	Standards and Safety in Health Care	Chapter 5
Week 6 October 3 & 6	Diagnostic Tests	Chapter 6
Week 7 October 10 & 13	Pharmacology	Chapter 7
Week 8 October 17 & 20	Review Mid Term	
Week 9 October 24 & 27	Communicating for Health	Chapter 8
Week 10 Oct. 31 & Nov. 3	Scheduling Appointments	Chapter 9
Week 11 November 7	Health Care Plans November 10 is Fall Reading Break	Chapter 10
Week 12 November 14 & 17	Followership and Leadership	
Week 13 November 21 & 24	Generational Differences in the Workplace FOIP	
Week 14 Nov. 28 & Dec. 1	Health Information Management Stress and Time Management	Chapter 13
Week 15 December 5	Review for Final Exam (catch up on any class presentations)	

» This schedule is a guideline and may be adjusted according to student needs and to accommodate guest presenters.

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.