



# Grande Prairie Regional College

**Unit Clerk Certificate Program**  
**Department: Nursing Education and Health Studies**

COURSE OUTLINE – Winter 2010  
UC 1202 – Work Role: Introduction

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## **Course Description**

### **UC 1202 Work Role: Introduction (3-0-0) 45 hours**

This course is designed to introduce the student to a basic understanding of the Unit Clerk role in a variety of settings. Topics include: health care organizations, legal/ethical issues, confidentiality, conflict resolution, nonviolent crises intervention, emergencies, security, self-examination, teamwork, and time and stress management.

## **Course Objectives**

*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. Show a working understanding of different communication techniques used in a variety of settings.

5. Discuss and implement a variety of time management techniques.
6. Discuss and implement a variety of stress management techniques.
7. List the responsibilities of the unit clerk in maintaining confidentiality.
8. Discuss the Unit Clerk role in a variety of emergency situations.
9. Demonstrate a working understanding of Standard Precautions.
10. Discuss and implement teamwork strategies.

### **Required Resources**

Thompson, V. D. (2010). *Administrative and clinical procedures for the Canadian health professional* (2nd ed.). Toronto: Pearson.

### **Assignments and Tests**

#### **Written Assignments**

**40%**

You will be provided with written assignments throughout the course.

#### **Test #1: February 18**

**30%**

A test that will consist of multiple choice, fill in the blank, and short answer questions.

#### **Test #2: Exam Week (April 16-27)**

**30%**

A test that will consist of multiple choice, fill in the blank, and short answer questions that will cover all material covered throughout the course.

## Course Schedule/Tentative Timeline:

<b>WEEK</b>	<b>TOPIC</b>	<b>Resources Please Read Chapters</b>
<b>Week 1</b> Jan 5,7	Orientation to the course The Health Office Professional	Chapter 1
<b>Week 2</b> Jan 12,14	Health and the Individual	Chapter 2
<b>Week 3</b> Jan 19,21	Culture and Health	Chapter 3
<b>Week 4</b> Jan 26,28	The Canadian Health-Care System	Chapter 4
<b>Week 5</b> Feb 2,4	Standards and Safety in Health Care	Chapter 5
<b>Week 6</b> Feb 9,11	Diagnostic Tests	Chapter 6
<b>Week 7</b> Feb 16,18	Review and Midterm	Thursday - Midterm
<b>Week 8</b> Feb 23,25	Pharmacology	Chapter 7
<b>Week 9</b> Mar 2,4	Communicating for Health	Chapter 8
<b>Week 10</b> Mar 16,18	Assertiveness Conflict Resolution	
<b>Week 11</b> Mar 23,25	Stress Management Time Management	
<b>Week 12</b> Mar 30 - Apr 1	Scheduling Appointments	Chapter 9
<b>Week 13</b> Apr 6,8	Health Care Plans	Chapter 10
<b>Week 14</b> Apr 13,15	Health Information Management	Chapter 13

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

### Delivery Modes

The material will be presented in a lecture style with activities assigned from the Skills Practice Manual. Please communicate with the instructor any misunderstandings or uncertainties about the material covered in class.

Regular classroom attendance is required. Please do not be late. **You are expected to read the assigned chapters before class.**

## **Grading Conversion Chart**

<b>Alpha Grade</b>	<b>Designation</b>
A+	Excellent
A	Excellent
A-	First Class Standing
B+	First Class Standing
B	Good
B-	Good
C+	Satisfactory
C	Satisfactory
C-	Satisfactory
D+	Minimal Pass
D	Minimal Pass
F	Fail

## **Plagiarism**

The penalty for plagiarism is severe. It may result in expulsion of the program and the institution or may result in a failing grade.

Please refer to the GPRC website on plagiarism:

[www.gprc.ab.ca/pdf/policies/academic/studentmisconduct-plagiarismandcheating.pdf](http://www.gprc.ab.ca/pdf/policies/academic/studentmisconduct-plagiarismandcheating.pdf)