



## DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

### COURSE OUTLINE – FALL 2014

#### UC 1202 WORK ROLE INTRODUCTON – 3(3-0-0) 45 HOURS

**INSTRUCTOR:** Karen Crosby-Rolston **PHONE:** 780-539-2019

**OFFICE:** H229 **E-MAIL:** [kcrosbyrolston@gprc.ab.ca](mailto:kcrosbyrolston@gprc.ab.ca)

**OFFICE HOURS:** Please phone for an appointment

#### **REQUIRED TEXT/RESOURCE MATERIALS:**

Thompson, V. D. (2014). \_Administrative and Clinical Procedures for the Canadian Health Professional, 3<sup>rd</sup> edition. Toronto: Pearson

#### **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.

**CREDIT/CONTACT HOURS:** UC 1202 consists of three hours of instructional time each week.

**DELIVERY MODE(S):** The material will be presented in a lecture style with activities assigned from the Skills Practice Manual.

## 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. Show a working understanding of 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.

## 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**

## GRADING CRITERIA:

<b>Written Assignments</b>	<b>40%</b>
(You will be assigned written assignments throughout the course.)	
<b>Mid Term Exam</b>	<b>30%</b>
<b>Final Exam</b>	<b>30%</b>

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 necessary, and there must be a valid reason, it must be requested prior to the due date. Unauthorized late 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**

<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>FAIL</b>
<b>D</b>	<b>1.0</b>	<b>50 – 54</b>	
<b>F</b>	<b>0.0</b>	<b>0 – 49</b>	<b>FAIL</b>
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

## EXAMINATIONS:

The Mid Term exam will be scheduled for October 16, 2014 and the Final exam will be scheduled in December. During the exam period. This exam date can be found on MyGPRC.

## 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. The test/quiz will usually be written in the testing center in A205. Failure to notify the instructor of an absence will result in a grade of 0.

## 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.

## COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	Resources Please Read Chapters
<b>Week 1</b> Sept 4	Orientation to the course	
<b>Week 2</b> Sept 9-11	The Health Office Professional	Chapter 1
	Health and the Individual	Chapter 2
<b>Week 3</b> Sept 16- 18,	Culture and Health	Chapter 3
<b>Week 4</b> Sept 23-25	The Canadian Health-Care System	Chapter 4
<b>Week 5</b> Sept 30, Oct 2	Standards and Safety in Health Care	Chapter 5
<b>Week 6</b> Oct 7- 9	Diagnostic Tests	Chapter 6
<b>Week 7</b> Oct 14- 16	Review and Midterm	Thursday - Midterm

<b>Week 8</b> Oct 21-23	Pharmacology	Chapter 7
<b>Week 9</b> Oct 28- 30	Communicating for Health	Chapter 8
<b>Week 10</b> Nov 4- 6	Scheduling Appointments	Chapter 9
<b>Week 11</b> Nov 13	<b>NO Class November 11</b> Health Care Plans	Chapter 10
<b>Week 12</b> Nov 18- 20	Stress Management Time Management	
<b>Week 13</b> Nov 25- 27	Generational Differences in the Workplace FOIP	
<b>Week 14</b> Dec 2- 4	Health Information Management	Chapter 13

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