



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – WINTER 2013

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

INSTRUCTOR: Laura Dunsdon **PHONE:** 780-539-2048
OFFICE: H217 **E-MAIL:** ldunsdon@gprc.ab.ca

OFFICE HOURS: Please phone for an appointment

REQUIRED TEXT/RESOURCE MATERIALS:

Thompson, V. D. (2010). *Administrative and clinical procedures for the Canadian health professional* (3rd ed.). 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 instructor.

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. 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:

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

All assignments must be word-processed or typewritten. It is particularly important to save a copy of any written work handed in for credit or grading.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 5%-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

EXAMINATIONS:

The Mid Term exam will be scheduled for February 25th, 2014 and the Final exam will be scheduled in exam week.

STUDENT RESPONSIBILITIES:

All assignments must be word-processed or typewritten. It is particularly important to save a copy of any written work handed in for credit or grading.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 5%-per-day late penalty applied to the assigned grade.

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. Voice mail or e-mail notification is fine. The test/quiz will usually then 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:

Please refer to the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	RESOURCE PLEASE READ CHAPTERS
Week 1 Jan 7, 9	Orientation to the course The Health Office Professional	Chapter 1
Week 2 Jan 14, 16	Health and the Individual Culture and Health	Chapter 2 Chapter 3
Week 3 Jan 21, 23	Standards and Safety in Health Care	Chapter 5
Week 4 Jan 28, 30	FOIP	
Week 5 Feb 4, 6	The Canadian Health-Care System	Chapter 4
Week 6 Feb 11, 13	Diagnostic Tests	Chapter 6
Week 7 Feb 18, 20	Reading Week No Classes	
Week 8 Feb 25, 27	Midterm Pharmacology	Midterm Feb 25th Chapter 7
Week 9 Mar 4, 6	Communicating for Health	Chapter 8
Week 10 Mar 11, 13	Scheduling Appointments	Chapter 9
Week 11 Mar 18, 20	Health Care Plans	Chapter 10
Week 12 Mar 25, 27	Stress Management Time Management	
Week 13 April 1, 3	Generational Differences in the Workplace Health Information Management	Chapter 13
Week 14 April 8, 10	Catch up Review	

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