



**DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES**

**COURSE OUTLINE – WINTER 2016**

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

**INSTRUCTOR:** Michelle Hammel, **PHONE:** 780-539-2715  
RN, BScN

**OFFICE:** H217 **E-MAIL:** [mhammel@gprc.ab.ca](mailto:mhammel@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. (2014). Administrative and Clinical Procedures for the Canadian Health Professional, 3<sup>rd</sup> edition. Toronto: Pearson

**DELIVERY MODE(S):** In classroom and videoconference

**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. 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.

**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.

**TRANSFERABILITY:**

Not applicable

**EVALUATIONS:** The Midterm exam will be scheduled during the week of February 8-12, 2016 and the Final exam will be scheduled in April during exam week. This exam date can be found on MyGPRC.

**GRADING CRITERIA:**

|                            |            |
|----------------------------|------------|
| <b>Written Assignments</b> | <b>25%</b> |
| <b>Online Quizzes</b>      | <b>10%</b> |
| <b>Midterm 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 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**

| <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> |

## COURSE SCHEDULE/TENTATIVE TIMELINE:

| WEEK   | TOPIC   | Resources<br>Please Read Chapters |
|--|---|-----------------------------------|
| <b>Week 1</b><br>January 7 <sup>th</sup>                                 | Orientation to the course                         |                                   |
| <b>Week 2</b><br>January 11-15   | The Health Office Professional                    | Chapter 1                         |
|  | Health and the Individual                         | Chapter 2                         |
| <b>Week 3</b><br>January 18-22   | Culture and Health                                | Chapter 3                         |
| <b>Week 4</b><br>January 25-29   | The Canadian Health-Care System                   | Chapter 4                         |
| <b>Week 5</b><br>February 1-5  | Standards and Safety in Health Care               | Chapter 5                         |
| <b>Week 6</b><br>February 8-12   | Diagnostic Tests<br>Midterm TBA                   | Chapter 6                         |
| <b>Week 7</b><br>Feb 15-19   | NO SCHOOL-WINTER BREAK                            | Have fun, enjoy your time off!    |
| <b>Week 8</b><br>Feb 22-26   | Pharmacology                                      | Chapter 7                         |
| <b>Week 9</b><br>Feb 29-Mar 4  | Communicating for Health                          | Chapter 8                         |
| <b>Week 10</b><br>March 7-11   | Scheduling Appointments                           | Chapter 9                         |
| <b>Week 11</b><br>March 14-18  | Health Care Plans                                 | Chapter 10                        |
| <b>Week 12</b><br>March 21-25  | Stress Management<br>Time Management              |                                   |
| <b>Week 13</b><br>Mar 28-Apr 1   | Generational Differences in the Workplace<br>FOIP |                                   |
| <b>Week 14</b><br>April 4-8  | Health Information Management                     | Chapter 13                        |
| <b>Week 15</b><br><b>Apr 11-15</b><br><b>Week 16</b><br><b>Apr 18-22</b> | Study and Review<br><br>Exam Week                 |                                   |

- o **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.

Refer to the College Policy on Student Rights and Responsibilities at [www.gprc.ab.ca/d/STUDENTRIGHTSRESPONSIBILITIES](http://www.gprc.ab.ca/d/STUDENTRIGHTSRESPONSIBILITIES)

## **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 [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.