



Grande Prairie Regional College

Unit Clerk Certificate Program
Department: Nursing

UC 1202

Work Role: Introduction

Winter 2008

Developed by:

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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, communication devices and techniques, 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. Understand different communication devices.
5. Show a working understanding of different communication techniques used in a variety of settings.
6. Discuss and implement a variety of time management techniques.
7. Discuss and implement a variety of stress management techniques.
8. List the responsibilities of the unit clerk in maintaining confidentiality.
9. Discuss the Unit Clerk role in a variety of emergency situations.
10. Show a working understanding of Standard Precautions.
11. Discuss and implement teamwork strategies.

Required Resources

Kilgour, Lauralee, Edward Kilgour, Sharon Burton, and Nelda Shelton. Administrative procedures for the Canadian Office. 7th ed. Toronto: Pearson Education Canada Inc, n.d.

LaFleur Brooks, M., & Gillingham, E. A. (2004). *Health unit coordinating* (5th ed.). Missouri: Saunders.

Assignments and Tests

Written Assignments 40%

You will be provided with written assignments throughout the course.

Test #1: February 14th, 2008 30%

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

Test #2: Exam Week (April 14-24) 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.

Schedule

This schedule is a guideline and may be altered during the course.

	Orientation to the course
	Teamwork/Conflict Resolution
	Time management/Stress Management
	Thursday January 24 th - Colors workshop J131 @ 1130
	Thursday January 31 st - Colors Workshop J131 @ 1130
	Non violent Crisis Intervention
	Human Relations – Admin Procedures Chapter 1&2
	Review/Test #1
	Reading Week February 18-22
	Chapter 1, 2 – orientation, Health Care Today

	Chapter 3 – The Nursing Department, Standard Precautions
	Chapter 4 – Communication Devices and Their Uses
	Chapter 5 – Communication and Interpersonal Skills
	Chapter 6 – Workplace Behavior / Human Relations – Admin Procedures Chapter 1&2
	Chapter 7 – Management Techniques and Problem Solving Skills
	Final Exam Scheduled during Exam period (April 14-24)

Delivery Modes

The material will be presented in a lecture style with activities to practice the skills. Please communicate with the instructor any misunderstandings or uncertainties about the material covered in class.

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

Grading Conversion Chart

Alpha Grade	Designation
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