



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – FALL 2015

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

INSTRUCTOR: Tracy King, RN, BScN **PHONE:** 780-539-2874

OFFICE: H213 **E-MAIL:** tking@gprc.ab.ca

OFFICE HOURS: 10:00-11:00 Tuesday & Thursday.

DELIVERY MODE(S): In classroom and videoconference.

PREREQUISITE/COREQUISITE: None.

REQUIRED TEXT/RESOURCE MATERIALS:

Thompson, V. D. (2014). _Administrative and Clinical Procedures for the Canadian Health Professional, 3rd 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.

LEARNING OUTCOMES:

Students who are successful in this course will gain a basic understanding of the role of the unit clerk and the general structure of a hospital or physician's office setting. The student will be able to identify legal and ethical healthcare issues related to the role of the unit clerk, be able to list responsibilities in maintaining confidentiality, demonstrate a working understanding of different communication techniques, demonstrate a working understanding of the concept of Standard Precautions, the role of the unit clerk in emergency situations, and to discuss and implement teamwork strategies.

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 related individual and group assignments.

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.

UNIVERSITY TRANSFER: Not applicable.

GRADING CRITERIA:

Written Assignments	40%
Mid Term Exam	30%
Final Exam	30%

All assignments **must be typewritten**. It is advised to save a copy of any written work handed in for credit or grading.

Assignments are due on the dates and times set by the instructor. If an extension is necessary, 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			
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

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

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Student Misconduct: Academic and Non-Academic Policy at www.gprc.ab.ca/d/STUDENTMISCONDUCT

**Note: all Academic and Administrative policies are available at www.gprc.ab.ca/about/administration/policies/

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	Resources Please Read Chapters
Week 1 Sept 2-4	Orientation to the course	
Week 2 Sept 8-11	The Health Office Professional	Chapter 1
	Health and the Individual	Chapter 2
Week 3 Sept 14-18	Culture and Health	Chapter 3
Week 4 Sept 21-25	The Canadian Health-Care System	Chapter 4
Week 5 Sept 28- Oct 2	Standards and Safety in Health Care	Chapter 5
Week 6 Oct 5-9	Diagnostic Tests	Chapter 6
Week 7 Oct 13-16	Midterm TBA	
Week 8 Oct 19-23	Pharmacology	Chapter 7
Week 9 Oct 26-30	Communicating for Health	Chapter 8
Week 10 Nov 2-6	Scheduling Appointments	Chapter 9

Week 11 Nov 9-10 Fall BREAK	Health Care Plans Remembrance Day Nov 11th, No Class on the 12th and 13th due to Fall Break.... Have fun!	Chapter 10
Week 12 Nov 16-20	Stress Management Time Management	
Week 13 Nov 23-27	Generational Differences in the Workplace FOIP	
Week 14 Nov 30-Dec 4	Health Information Management	Chapter 13
Week 15 Dec 8 th	Study and Review- LAST DAY OF CLASSES	
Week 16 Dec 14-19	Exam Week	

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