



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – WINTER 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: By appointment only please, for both.

COURSE LEADER: Karen Crosby-Rolston, RN, BA, MN **PHONE:** 780-539-2019

OFFICE: H229 **E-MAIL:** kcrosbyrolston@gprc.ab.ca

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.

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 assignments.

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:

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

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

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 during the week of February 9-13, 2015 and the Final exam will be scheduled in April during exam week. 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. 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/**

**Note: all Academic and Administrative policies are available on the same page.

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	Resources Please Read Chapters
Week 1 January 5-9	Orientation to the course	
Week 2 January 12-16	The Health Office Professional	Chapter 1
	Health and the Individual	Chapter 2
Week 3 January 19-23	Culture and Health	Chapter 3
Week 4 January 26-30	The Canadian Health-Care System	Chapter 4
Week 5 February 2-6	Standards and Safety in Health Care	Chapter 5
Week 6 February 9-13	Diagnostic Tests Midterm TBA	Chapter 6
Week 7 Feb 16-20	NO SCHOOL-WINTER BREAK	Have fun, enjoy your time off!

Week 8 Feb 23-27	Pharmacology	Chapter 7
Week 9 March 2-6	Communicating for Health	Chapter 8
Week 10 March 9-13	Scheduling Appointments	Chapter 9
Week 11 March 16-20	Health Care Plans	Chapter 10
Week 12 March 23-27	Stress Management Time Management	
Week 13 Mar 30-Apr 2	Generational Differences in the Workplace FOIP	
Week 14 April 6-10	Health Information Management	Chapter 13
Week 15 Apr 13-17	Study and Review	
Week 16 Apr 20-24	Exam Week	

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