



**Grande Prairie Regional College**

**Unit Clerk Certificate Program**  
**Department: Nursing**

**UC 1202**

**Work Role: Introduction**

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

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

### Assignments and Tests

Written Assignment Due - April 9th , 2007                      40%

You will be provided with written scenarios throughout the course semester and will be required to critique the interactions using the skills you have acquired.

Test #1:                      Due - February 12<sup>th</sup>, 2007                      30%

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

Test #2:                      Due - April 13<sup>th</sup>, 2007    30%

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

### Schedule

Week	
<b>1 (January 4)</b>	Chapter 1, 2 - Orientation, Health Care Today
<b>2 (January 8-12)</b>	Chapter 3 - The Nursing Department, Standard Precautions
<b>3(January 15-19)</b>	Chapter 4 – Communication Devices and Their Uses
<b>4 (January 22-26)</b>	Chapter 5 – Communication and Interpersonal Skills
<b>5 (January 29-Feb 2)</b>	Chapter 6 – Workplace Behavior
<b>6 (February 5-9)</b>	Chapter 7 – Management Techniques and Problem Solving Skills
<b>7 (February 12-16)</b>	Conflict Resolution (Test #1 February 12th)
<b>8 (February 19-23)</b>	<b>Reading Break</b>
<b>9 (February 26-Mar 2)</b>	Nonviolent Crisis Intervention
<b>10 (March 5-9)</b>	Emergencies
<b>11 (March 12-16)</b>	Teamwork
<b>12 (March 19-23)</b>	Time Management
<b>13 (March 26-30)</b>	Stress Management
<b>14 (April 2-6)</b>	Ergonomics, Security, Vital Statistics (April 6 <sup>th</sup> )
<b>15 (April 9-13)</b>	(Written Assignment April 9th) (Test#2 April 13th)

## **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**

<b>Alpha Grade</b>	<b>Designation</b>
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](http://www.gprc.ab.ca/pdf/policies/academic/studentmisconduct-plagiarismandcheating.pdf)