



PROF 252 - Professional Practice

Course Description:

PROF 252 Professional Practice addresses the human relations and communication skills needed to work as a medical office assistant and unit clerk. Teamwork, conflict resolution, interpersonal communication, career planning and practicum preparation are emphasized.

1.5 Credits

Time Guidelines:

The standard instructional time for this course is 24 hours.

Course Assessment:

Assignments	70%
Exams	30%
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Total:	100%

Other Course Information:

The School of Health and Public Safety (HPS) expects that students familiarize themselves with policies, procedures, and guidelines that are applicable to SAIT, HPS, and their program of study. All students should explore institutional, school, and program-specific information on sait.ca in order to ensure they are informed with regards to relevant policies, procedures, and guidelines.

School of Health and Public Safety Attendance Guideline:

The School of Health and Public Safety (HPS) has expectations, consequences, and processes for excused and unexcused absences. The entire Attendance Guideline may be found on the HPS program orientation requirements resources website. This document is located under the General Resources section found on your Program page. **Students are expected to review the entire Attendance Guideline.** Students should also take note of the attendance expectations shown below.

Attendance Expectations:

Students in the School of Health and Public Safety are expected to achieve 100% attendance for scheduled classes, and to participate in all learning activities. There is a positive correlation between attendance, participation, and grades. Attendance is required to achieve the necessary knowledge, skills, and abilities while attending both SAIT and workplace-integrated learning experiences, in order to become a successful, well-rounded, and job-ready Allied Health graduate. Failure to keep up with course work and/or repetitive and cumulative absences will result in a formal review of a student's progress.

SAIT Policies and Procedures:

For information on the SAIT Grading Scale, please visit policy AC 3.1.1 Grading Progression Procedure, found on the SAIT

Academic Policies and Procedures page: <https://www.sait.ca/about-sait/administration/policies-and-procedures>

For information on SAIT Academic Policies, please visit: www.sait.ca/about-sait/administration/policies-and-procedures/academic-student

Required Course Publication(s):

Thompson, V. (2021). *Administrative and Clinical Procedures for the Canadian Health Professional* (5th ed.). Toronto, ON: Pearson Canada.

Course Learning Outcome(s):

1. Demonstrate pride and respect for health care disciplines and programs.

Objectives:

- 1.1 Describe professionalism in the workplace with specific focus on healthcare.
- 1.2 Explain how attendance, punctuality, reliability, accountability and attitude can affect the reputation of the medical office professional.
- 1.3 Discuss the value of continuing education in career advancement.

2. Demonstrate skills and attributes required by a health care professional.

Objectives:

- 2.1 Explain how character and values define a person.
- 2.2 List examples of positive values in the workplace.
- 2.3 Describe the role ethics plays in the health care workplace.
- 2.4 Explain how legal and ethical issues affect decision-making and problem-solving.

3. Prepare a resume for employment.

Objectives:

- 3.1 Identify “transferable skills” to the field of medical office assistant and unit clerk.
- 3.2 Explain types of goals and why they are important in personal and professional growth.
- 3.3 Explain the importance of accuracy and honesty in a resume.
- 3.4 Explain the importance of job interview preparation.
- 3.5 Prepare for a job interview.

4. Apply existing and learned traits to promote a professional image.

Objectives:

- 4.1 Describe how grammar and vocabulary impact a person’s professional image.
- 4.2 Describe the importance of critical-thinking and problem-solving.
- 4.3 Explain the need for flexibility in a busy healthcare setting.

5. Apply interpersonal skills in promoting a highly efficient and effective team environment.

Objectives:

- 5.1 Outline interdependence techniques used to establish effective teams in the workplace.

5.2 Explain how diversity and cultural differences can impact teams in the workplace.

5.3 Describe how communication skills are the basis for effective relationships.

5.4 Outline effective communication techniques.

5.5 Explain the importance of conflict resolution.

5.6 Identify conflict resolution techniques.

5.7 Identify the diverse personality traits that affect team interaction.

6. Identify required expectations and behaviours while on practicum.

Objectives:

6.1 Identify the purpose and benefits of a practicum.

6.2 Summarize professional behaviours required while on practicum.

6.3 Describe the connection between a practicum and employment after graduation.

6.4 Outline ethical considerations related to practicum.

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