



HRSC 220 - Unit Clerk Fundamentals

Course Description:

This course will introduce learners to the multifaceted role of a unit clerk which includes coordination and management of information flow in the day-to-day operations of a unit within a healthcare facility. Focus will be placed upon communication and interpersonal skills, time management and managing stress through the use of interactive activities in a simulated environment.

1.5 Credits

Time Guidelines:

The standard instructional time for this course is 22 hours.

Course Assessment:

Assignments	40%
Exams	60%
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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. Describe the roles and responsibilities of a unit clerk and related health professionals in a client care unit.

Objectives:

- 1.1 Describe the role of a unit clerk in a client care unit.
- 1.2 Outline the responsibilities of a unit clerk in a client care unit.
- 1.3 Describe the role of a unit clerk in a multi-disciplinary team.
- 1.4 Describe the role of related health professionals in a client care unit.

2. Describe the settings for a unit clerk within a hospital.

Objectives:

- 2.1 Describe the units within a hospital setting.
- 2.2 Describe the areas of a client care unit.
- 2.3 Identify the equipment and materials at the nurses' station in a client care unit.
- 2.4 Demonstrate the donning and doffing process.

3. Explain how to coordinate the role of a unit clerk in a client care unit.

Objectives:

- 3.1 Describe typical daily tasks required of a unit clerk.
- 3.2 Describe possible stressors of a unit clerk.
- 3.3 Demonstrate time management skills.
- 3.4 Prioritize typical daily tasks.
- 3.5 Describe ways to manage stress.

4. Describe tools and methods of communication required of a unit clerk.

Objectives:

- 4.1 Explain the importance of effective organization in a client care unit.
- 4.2 Explain the importance of effective communication in a client care unit.
- 4.3 Illustrate communication responsibilities in a client care unit.
- 4.4 Interpret medical terms related to the client care unit.
- 4.5 Use the electronic communication tools used in a client care unit.

4.6 Demonstrate the procedure for completing acute care requisitions.

4.7 Explain the importance of confidentiality when releasing medical information to other health care providers.

5. Outline how to process medical orders.

Objectives:

5.1 Outline the steps involved in placing orders for physicians.

5.2 Explain the importance of accuracy in order entry procedures.

5.3 Explain the procedure for processing downtime orders.

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