

Course Syllabus

Course Title: Health Unit Coordinator

Course Number: HUWC 1003

Course Description: Health Unit Coordinators perform a range of clerical duties that support the operations of the unit, such as greeting visitors, ordering supplies, assembling patient charts, answering telephones and entering patient information into the computer. Training will include 96 hours of online instruction followed by an optional 120 hours of clinical instruction. Topics will include instruction in medical charts and forms, transcription of physician's orders, interpreting medical terminology, abbreviations, and symbols, coordinating diagnostic testing, communication in the healthcare setting, prioritizing orders and tasks, ensuring patient confidentiality, and performing routine quality assurance on charts. Effective communication skills, multi-tasking and setting work priorities will be learned and practiced.

Hours: 96

Course Prerequisite(s): High School Diploma or GED Equivalent

Student Learning Outcomes:

1. Identify hospital departments and nursing units and describe the services provided in each area.
2. Describe the role of the Health Unit Coordinator as a member of the Health Care Team.
3. Explain the purpose of HIPAA and how the Privacy Act applies to patients and Health Unit Coordinating.
4. Describe the primary duties of the Health Unit Coordinator and how they contribute to quality patient care.
5. Explain the purpose of the patient's chart, name the common chart forms, list the steps to transcribe physicians' orders and transcribe physicians' orders.
6. Recognize various titles used for the job of Health Unit Coordinator, locate Health Coordinator jobs and HUC-related jobs in the health care field, describe job competencies and identify transferrable competencies to create resume and prepare for job interview.

Textbook(s): (Contact bookstore for current edition and cost)

Health Unit Coordinating, by Elaine A. Gillingham

Skills Practice Manual to Accompany Health Unit Coordinating, by Elaine A. Gillingham.

Withdrawal Policy: See the current *Career Skills Training* catalog for the tuition refund policy.

Collin College Academic Policies: See the current *Collin Student Handbook*. You are expected to complete your own assessments and discussion posts. If cheating or

inappropriate sharing occurs, all parties involved will be denied any credit for that assessment, discussion post or assignment. The matter may be referred to the appropriate Dean for further action.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

Meeting Location: This totally online course is in Canvas and must be accessed through CougarWeb.

1. To log in to CougarWeb, visit <http://www.collin.edu>
2. Your username is the first portion of your CougarMail / CougarWeb account, usually the first letter of your first name, your last name, and then a number.
3. Your password is the last 6 digits of your CWID (College-Wide ID).
4. Your class will appear in Canvas on the first day of class.

NOTE: You will not be able to access the class until classes officially begin. Allow reasonable time for students to be uploaded into Canvas. If you are new to Canvas or would like a refresher in its processes please view the www.collin.edu/academics/ecollin/ page

If you receive a login error, please try a different browser, delete your cookies and try again.

Attendance Policy: Attendance in an online course is measured by submission of assessments and discussion postings. Students must complete all assessments and postings as directed in the time frame specified. Students are expected to monitor Canvas communications at least several times across each week. Time required to read all material and submit assessments and postings will vary according to individual skills....but still must be submitted on time.

Lesson Plan

Week 1

Session 1: Introductions, HUC Welcome power point, discuss syllabus and textbooks.
Homework assignment– read Chapter 1, *Health Unit Coordinating*, complete exercises & review questions.

Session 2: Review Chapter 1, *Health Unit Coordinating*, power point presentation, discuss exercises & review questions, discussion topic. Test Taking power point presentation. Quiz over chapter 1. Homework assignment- Look over *Abbreviations*, Appendix A, pages 549-554. Read Chapter 2, *Overview of Health Care Today*, complete exercises & review questions.

Session 3: Review Chapter 2, *Overview of Health Care Today*, power point presentation on Chapter 2, discuss exercises & review questions, discussion topic, quiz over

chapter 2. Power point presentation on NAHUC. Review of Appendix A, pages 549-554. Power point exercise on Medical Abbreviations and Symbols, activities on medical terms, abbreviations, and symbols. Homework assignment-- read Chapter 3, *The Nursing Department* & Chapter 4, *Communication Devices and Their Uses*, complete exercises & review questions.

Session 4: Review Chapter 3, *The Nursing Department*, & Chapter 4, *Communication Devices and Their Uses*, power point presentations, discuss exercises & review questions, discussion topic, quizzes over chapters 3 & 4. Homework assignment--Review Section 1, *Orientation to Hospitals, Medical Centers and Health Care*, Chapters 1-4 and read Chapter 22, *Reports, Infection Control, Emergencies, and Special Services*, complete exercises & review questions.

Week 2

Session 5: Test on Section 1, *Orientation to Hospitals, Medical Centers and Health Care*, Chapters 1-4. Review Chapter 22, *Reports, Infection Control, Emergencies, and Special Services*, power point presentation on Chapter 22, discuss exercises & review questions, discussion topics, quiz over chapter 22. Homework assignment—Read Chapter 5, *Communication & Interpersonal Skills*, complete exercises & review questions.

Session 6: Review Chapter 5, *Communication & Interpersonal Skills*, power point presentation on Chapter 5, group activity-- exercises in interpersonal communication skills in a variety of situations that may occur in the health care setting, discuss exercises and review questions, quiz over Chapter 5. Homework assignment—read Chapter 6, *Workplace Behavior*, complete exercises & review questions.

Session 7: Review Chapter 6, *Workplace Behavior*, power point presentation on Chapter 6, discuss HIPAA, Health Care Ethics, Patient's Bill of Rights, group activity-- scenarios for maintaining patient confidentiality, discuss exercises and review questions, discussion topic, quiz over Chapter 6. Homework assignment—read Chapter 7, *Management Techniques & Problem Solving Skills*, complete exercises & review questions.

Session 8: Review Chapter 7, *Management Techniques & Problem Solving Skills*, power point presentation on Chapter 7, Student Activity 7-1 in Skills Practice Manual. Group activities: prioritize tasks, discuss organization techniques, time management and stress management, use the problem solving process to solve problems. Discuss exercises and review questions, quiz over Chapter 7. DFWHC Standard Hospital Student Orientation presentation, discussion, and quiz. Homework assignment—review Section 2, Chapters 5-7 and Chapter 22 for Section 2 Test. Also read Chapter 8, *The Patient's Chart or Electronic Medical Record*, complete exercises & review questions. Also read Chapter 21, pages 404-408, *Recording Vital Signs*.

Week 3

Session 9: Review session on Section 2, *Personal and Professional Skills*, Chapters 5-7, and Chapter 22. Test on Section 2, *Personal and Professional Skills*, Chapters 5-7 and Chapter 22. Review Chapter 8, *The Patient's Chart or Electronic Medical Record*, power point presentation on Chapter 8, review vocabulary and abbreviations, Student Activities 8-1 through 8-5 in Skills Practice Manual, discuss exercises and review questions, discussion topic,

quiz over Chapter 8. Review Chapter 21, *Recording Vital Signs*, pages 404-408, power point presentation on Chapter 21, *Recording Vital Signs*, Student Activities 21-1 through 21-2 in Skills Practice Manual. Homework assignment—read Chapter 9, *Transcription of Doctors' Handwritten Orders*, complete review questions.

Session 10: Review Chapter 9, *Transcription of Doctors' Handwritten Orders*, power point presentation on Chapter 9, review vocabulary, group activities reading physicians' orders, analyzing medical terms, identifying abbreviations, transcribing orders, discuss exercises and review questions, discussion topic, quiz over Chapter 9. Homework assignment—read Chapter 10, *Patient Activity, Patient Positioning, & Nursing Observation Orders*, study vocabulary & abbreviations, complete exercises 1 & 2 and review questions.

Session 11: Review Chapter 10, *Patient Activity, Patient Positioning, & Nursing Observation Orders*, power point presentation on Chapter 10, Student Activities 10-1 through 10-7 in Skills Practice Manual, discuss exercises & review questions, discussion topic, quiz on Chapter 10. Homework assignment—read Chapter 11, *Nursing Intervention or Treatment Orders*, study vocabulary & abbreviations, complete exercises 1 & 2 and review questions.

Session 12: Review Chapter 11, *Nursing Intervention or Treatment Orders*, vocabulary & abbreviations, power point presentation on Chapter 11, Student Activities 11-1 through 11-8 in Skills Practice Manual, discuss exercises & review questions, discussion topic, quiz over Chapter 11. Homework assignment—read Chapter 12, *Nutritional Care Orders*, study vocabulary & abbreviations, complete exercises & review questions.

Week 4

Session 13: Review Chapter 12, *Nutritional Care Orders*, vocabulary & abbreviations, power point presentation on Chapter 12, study of diets with group activities, Student Activities 12-1 through 12-6 in Skills Practice Manual, discuss exercises & review questions, discussion topic, quiz on Chapter 12. Homework assignment—review Chapters 8-12 for Section 3, Part 1 test. Read Chapter 13, *Medication Orders*, pages 221-237, study vocabulary & abbreviations.

Session 14: Review Chapters 8-12. Section 3, Part 1 test. Review Chapter 13, *Medication Orders*, pages 221-237 only, review vocabulary & abbreviations, study of medication orders with group activities, no Student Activities in Skills Practice Manual, discuss exercises. No quiz. Homework assignment—review Chapter 13, *Medication Orders*, pages 221-237, complete exercises 1-7 & review questions 1-6 only.

Session 15: Review Chapter 13, *Medication Orders*, pages 221-237, power point presentation on Chapter 13, no Student Activities, discuss exercises & review questions 1-6, discussion topic, quiz on Chapter 13. Homework assignment—read Chapter 14, *Laboratory Orders & Recording Telephoned Laboratory Results*, study vocabulary & abbreviations.

Session 16: Review Chapter 14, *Laboratory Orders & Recording Telephoned Laboratory Results*, power point presentation on Chapter 14, exercises focusing on vocabulary and abbreviations. Student Activities 14-1

through 14-6. Homework assignment—review Chapter 14, complete exercises 1 & 2. Complete review questions.

Week 5

Session 17: Review Chapter 14, *Laboratory Orders & Recording Telephoned Laboratory Results*, power point presentation on Chapter 14, Student Activities 14-7 through 14-10, discuss review questions. Homework assignment- Review Chapter 14, *Laboratory Orders & Recording Telephoned Laboratory Results*, look at discussion topics.

Session 18: Review Chapter 14, *Laboratory Orders & Recording Telephoned Laboratory Results*, Students Activities 14-11 through 14-13. Practice exercises. Questions and answers. Discussion topics. Quiz on Chapter 14. Homework assignment—Review Chapters 13 and 14 for Section 3, Part 2 test. Read Chapter 15, *Diagnostic Imaging Orders*, study vocabulary & abbreviations, complete exercises.

Session 19: Review Chapters 13 and 14. Section 3, Part 2 test. Review Chapter 15, *Diagnostic Imaging Orders*, vocabulary & abbreviations, power point presentation on Chapter 15, Student Activities 15-1 through 15-3 in Skills Practice Manual, discuss exercises. Homework assignment- Review Chapter 15, complete review questions and look at discussion topics.

Session 20: Review Chapter 15, *Diagnostic Imaging Orders*, Student Activities 15-4 through 15-6. Discuss review questions and discussion topics, quiz on Chapter 15. Quiz on Medical Terms, Abbreviations, and Symbols in Orders. Homework assignment—Review Chapters 14 and 15 for Section 3, Part 2 Exam. Read Chapter 16, *Other Diagnostic Studies*, study vocabulary & abbreviations, complete exercises.

Week 6

Session 21: Review Chapter 16, *Other Diagnostic Studies*, vocabulary & abbreviations, power point presentation on Chapter 16, Student Activities 16-1 through 16-4 in Skills Practice Manual, discuss exercises. Homework assignment- Review Chapter 16, *Other Diagnostic Studies*, complete review questions and look at discussion topics.

Session 22: Review Chapter 16, *Other Diagnostic Studies*, Student Activity 16-5, practice exercises, review questions, discussion topic, quiz on Chapter 16. Homework assignment—read Chapter 17, *Treatment Orders*, study vocabulary & abbreviations, complete exercises & review questions, and look at discussion topics.

Session 23: Review Chapter 17, *Treatment Orders*, vocabulary & abbreviations, power point presentation on Chapter 17, Student Activities 17-1 through 17-6 in Skills Practice Manual, discuss exercises & review questions, discussion topic, quiz on Chapter 17. Homework assignment—read Chapter 18, *Miscellaneous Orders*, study vocabulary & abbreviations, complete exercises & review questions, and look at discussion topics.

Session 24: Review Chapter 18, *Miscellaneous Orders*, vocabulary & abbreviations, power point presentation on Chapter 18, Student Activities 18-1 through 18-5, discuss exercises & review questions, discussion topic, quiz on Chapter 18. Homework assignment—review Section 3, *The Patient's Paper Chart or Electronic Medical Record and Transcription and Monitoring of Doctors' Orders*, Chapters 15-18 for Section 3, Part 3 test.

Week 7

- Session 25: Review session on Section 3, Chapters 15-18, *The Patient's Paper Chart or Electronic Medical Record and Transcription and Monitoring of Doctors' Orders*, Chapters 15-18. Section 3, Part 3 test. Vocabulary & abbreviations review, group activities on patient chart, orders, and transcription of orders. Exercise on Order Categories. Homework assignment—read Chapter 19, *Admission, Preoperative, & Postoperative Procedures*, study vocabulary & abbreviations, complete exercises & review questions, and look at discussion topics.
- Session 26: Review Chapter 19, *Admission, Preoperative, & Postoperative Procedures*, vocabulary & abbreviations, power point presentation on Chapter 19, Student Activities 19-1 through 19-4 in Skills Practice Manual, discuss exercises & review questions, discussion topic, quiz on Chapter 19. Homework assignment--read chapter 20, *Discharge, Transfer, and Postmortem Procedures*, vocabulary & abbreviations, complete exercises & review questions, and look at discussion topics. Also Chapter 21, *Recording Vital Signs, Ordering Supplies, Daily Diagnostic Tests, and Filing*, re-read pages 404-410 and read pages 410-415, complete review questions and look at discussion topics.
- Session 27: Review Chapter 20, *Discharge, Transfer, and Postmortem Procedures*, vocabulary & abbreviations, power point presentation on Chapter 20, group activities on discharges and transfers, postmortem procedures, discuss exercises & review questions, discussion topic, quiz on Chapter 20. Review Chapter 21, *Recording Vital Signs, Ordering Supplies, Daily Diagnostic Tests, and Filing*. Power point presentation on Chapter 21, discuss exercises, discussion topic. Quiz on Chapter 21. Homework assignment- review Chapters 1-23. Prepare work history or locate previous resume to bring to class. Bring flash drive if available.
- Session 28: Review of Chapters 1-23. Transcription of orders practice. Power point presentation on Resume Writing, Part 1. Focus on types of resumes, finding jobs on the internet, describing competencies, identifying transferrable competencies, and creating list utilizing key words.

Week 8

- Session 29: Review of Chapters 1-23. Transcription of orders practice. Continue creating list of competencies utilizing key words.
- Session 30: Review of Chapters 1-23. Transcription of orders practice.
- Session 31: Review of Chapters 1-23. Transcription of orders practice.
- Session 32: Final exam on Chapters 1-23

Sessions listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, labs, and days.

Method of Evaluation: Students must achieve a minimum of 75% final average in order to pass competencies.

Expectations for taking an online course: It is the student's responsibility to maintain computer and Internet access. In addition to expectations listed elsewhere, students are expected to keep a copy of all saved course work until the final grade has been posted, since electronic communications can fail or crash. This policy may allow resubmission of important items, if permitted by the instructor. If technology issues arise, students are expected to use Collin computers or other equipment for submitting work according to the schedule. In other words, a personal computer or Internet challenges are no excuse for failing to submit work on time. Students are expected to plan ahead concerning inquiries to allow for reasonable response time from the instructor. Students are expected to mark the weeks of the term on their personal calendars and to maintain a check list of work completed and grades received in order to self-monitor progress in the course. Remember that *online courses require the STUDENT to be self-disciplined* concerning course performance.

Students are expected to monitor email, Canvas, Assignments and the Discussion board several times weekly, every day is best, in order to maintain communications with your instructor and classmates. All Discussion posts must be read even if you believe they do not pertain to you.

Computer Skills Needed: You should know how to access a Web site when given an address (URL) or link, use features of your Web browser, download files, attach files to emails, and use MS Word processing software.

Technical Support: Technical support for Canvas is available 24 hours a day, 7 days a week, 365 days a year. You may contact technical support toll-free by calling 1-866-350-5119. In addition, online support is available through the [Canvas Online Support Center](#).

Netiquette Expectations: Expectations for online class involvement:

1. Allow a professor 48 hours to respond to all questions and inquiries during the work week. Instructors are not expected to work weekends; therefore, response time will be extended. Please plan your time accordingly. Requesting to turn in an assignment late, because you are waiting on a reply from your instructor will not be considered an acceptable excuse. Deadlines are deadlines and it is imperative you plan your time accordingly. Grades are usually posted one week after the due date.
2. Communication with instructors should be kept brief. State the problem concisely as well as how you would like them to help. Instructors should always be addressed in a respectful and professional manner. Making demands, criticizing, and "yelling" (writing in a bold font and in all capital letters) are not acceptable forms of communication and are against the Collin College statement of core values.
3. If the student has an issue with the class, the teacher should be contacted individually. It is not a student's position to appoint themselves "spokesperson" for the class.

4. A student's responsibility is to perform within the structure of the class. Any attempt by the student to change the structure of the class may be regarded as a violation of departmental and college policy.
5. It is in good faith that faculty and students engage in the learning process. It is expected that students perform in class with that philosophy in mind. Students are expected to make a good faith effort to read and understand the material and to engage in learning activities provided by the instructor