

Health Unit Coordinator

Certificate

Program Introduction

With the aging population, the tremendous advancements in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well-trained personnel. Throughout the North American healthcare industry, there is an acute need to increase the size of the workforce and raise the skill level of that workforce.

This program is designed to provide employment-ready and comprehensively-trained graduates. Successful graduates will achieve the Certified Medical Assisting Professional (CMAP) designation in addition to their certificate. These graduates are fully qualified to work in a hands-on administrative and clinical support capacity in the medical industry. They will participate in a variety of lectures which cover topics specific to a hospital environment, such as:

- Job description of the HUC
- Hospital admission and registration procedures
- Transcribing doctors' orders
- Health Unit Coordinator (HUC) filing methods and record keeping for hospital patients
- Supplies and inventory maintenance of a nursing unit
- Understanding emergency response codes
- Concepts for maintaining an aseptic environment and infection control within different hospital units
- Recording vital signs
- Identifying different types of hospitals and their functions, as well as the wards within these hospitals
- Professional conduct specific to inpatient facilities
- Attending to medication orders
- Medical malpractice and ethical principles for patient care
- Interpersonal skills and telephone techniques specific to a hospital
- Inter-hospital communication and standard chart forms
- Nursing units and hospital administration
- Nursing intervention and treatment orders
- Different psychiatric disorders and treatments

- Therapies for Post-Traumatic Stress Disorder (PTSD) and substance abuse
- Somatoform, personality, mood, anxiety, and eating disorders
- Autopsy or post-mortem examination documentation
- The Canadian Emergency Department Triage and Acuity Scale (CTAS)
- Role of the attending physician and hospital residents
- Operational guidelines within the hospital organizational chart
- The difference between clinical and nonclinical duties

Program Objective

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in a medical or hospital setting. Skill development is delivered in three areas:

- Comprehensive hospital administrative knowledge of a nursing unit, management, emergency response codes, infection control, and treatment procedures
- A broad understanding of mental disorders and treatments, workplace ethics relevant to a hospital, communication and interpersonal skills, and interpersonal behaviour
- Understanding and processing medication, laboratory and doctors' orders, and the fundamentals of admission and discharge

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.

Graduate requirements: Students must maintain a 75% program average to obtain a certificate.

Of Interest To

This program is of interest to individuals with a strong desire to work as an integral part of a healthcare team who also:

- Enjoy performing a variety of responsibilities in a caring, gracious, and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in attaining knowledge in the healthcare services field
- Demonstrate a strong personal and professional commitment to achieving excellence in a healthcare administrative capacity

Career Opportunities

Graduates of this program are qualified to work in a wide variety of healthcare settings and occupations. Job titles vary per location, but graduates are an integral part of many healthcare settings, including:

- Physicians' offices, clinics, mental healthcare and allied healthcare centres
- Walk-in care centres
- Ambulatory clinics
- Complementary and alternative medicine clinics (e.g., chiropractic and acupuncture centres)
- Long-term and extended care departments
- Medical research facilities
- Medical laboratory and diagnostic imaging centres
- Physiotherapy and occupational therapy clinics
- Group homes and community living societies
- Wellness and fitness centres
- Hospital admissions and E.R. departments (e.g., switchboard, information, and patient registration)
- Ambulatory and outpatient departments
- Laboratory and x-ray departments
- Medical finance and administrative departments
- Booking and O.R. bed booking
- Health records departments
- Various hospital departments as a HUC

Program Prerequisites

- A Medical Office Assistant diploma from Academy of Learning Career College within the last two years **or**
- A Medical Office Assistant diploma from another accredited institution within the last two years

Prospective students may use Credit for Prior Learning:

- On transcript
- By challenging courses
- Exceptions may be considered in consultation with the Academics Department.

Admission Requirements

- Completion of Wonderlic SLE admission test with minimum 18 score
- Keyboarding 40 wpm
- Standard First Aid/CPR – Level C;
- Clear Criminal Record Check;
- Adequate level of physical health to be able to fulfill job requirements
- Good command of the English language – both written and verbal
- Completion of standard registration form

Competencies upon Completion

Core Courses

- **HealthCare (Instructor-Led)**
Health Unit Coordinator Level 1
Health Unit Coordinator Level 2
Health Unit Coordinator Level 3



C A R E E R C O L L E G E