



South Central College

HUCF 1101* Introduction to Health Unit Coordinating

Course Outcome Summary

Course Information

Description	This course includes the study of health care facility office and communication skills for nonclinical functions. Information about working with nursing and medical staff, other department staff, patients and visitors to contribute to the patients'/clients'/residents' care and well-being is explored. Telephone, written, electronic, and interpersonal communication is discussed, along with an emphasis in clerical support duties such as scheduling, faxing, and using various electronic devices. This course will help prepare students for the National Association of Health Unit Coordinators certification exam. (Prerequisites: None)
Total Credits	1
Total Hours	16

Types of Instruction

Instruction Type	Credits/Hours
Lecture	1.0/16.0

Pre/Corequisites

None

Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Cultural Competence - Students will be able to demonstrate an attitude of personal curiosity, a rising knowledge of cultures, and an evolving range of skills for living and working among others with other worldviews and ways of life.

Course Competencies

1. Explain the role of the Health Unit Coordinator

Learning Objectives

Identify the job description of the health unit coordinator in relation to other healthcare professions

Identify healthcare facilities where a health unit coordinator could work
Describe the difference of the role of the health unit coordinator in each setting

2. Describe communication skills necessary for non-clinical functions

Learning Objectives

Describe techniques of customer service
Describe how to professionally address and communicate with other healthcare staff in a team approach
Apply good communication skills with patients

3. Identify how to work effectively with medical staff and other department staff

Learning Objectives

Describe nursing department roles and services
Define other departments and their roles and services
Describe multi-disciplinary teams with the healthcare environment

4. Maximize work efficiency through the use of technology

Learning Objectives

Apply basic computer skills
Apply internet applications
Identify capabilities and benefits of using wireless communication systems in the healthcare environment
Explain the use of common equipment and communication devices that may be used in the healthcare environment

5. Identify ways to problem-solve in the work environment

Learning Objectives

Identify time management skills
Identify critical thinking skills

6. Identify methods to maintain confidentiality

Learning Objectives

Identify components of the Health Insurance Privacy & Portability Act (HIPAA)
Describe how to handle confidential patient information
Apply policies and procedures of the work setting

7. Identify the National Association of Health Unit Coordinators (NAHUC)

Learning Objectives

Describe the credentialing process for health unit coordinators
Explain the benefits of becoming a member of the National Association of Health Unit Coordinators

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

This material can be made available in alternative formats by contacting the Academic Support Center at 507-389-7222.