

# CLASS SYLLABUS



COURSE TITLE: AHLT – 104: Professional Communication  
CLASS SECTION: BX03  
TERM: F2022  
COURSE CREDITS: 1.5  
DELIVERY METHOD(S): Fridays Online asynchronous/synchronous

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.  
Learn more about Camosun's [Territorial Acknowledgement](#).

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<https://camosun.ca/about/covid-19-updates>

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*Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.*

## INSTRUCTOR DETAILS

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NAME: Matthew Barbas  
EMAIL: [barbasm@camosun.ca](mailto:barbasm@camosun.ca)  
OFFICE: CHW 317  
HOURS: By appointment

*As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.*

## CALENDAR DESCRIPTION

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In this course, students engage in activities that develop professionalism, reflective practice, cultural humility, and interpersonal communication skills essential to the role of allied health professionals. Students use dynamic learning experiences to practice compassionate, caring, and professional interactions with the public and the health care team.

PREREQUISITE(S): n/a  
CO-REQUISITE(S): n/a  
PRE/CO-REQUISITE(S): B in one of: English 12, English First People 12, ENGL 091 and ENGL 093, ENGL 092 and ENGL 094, ENGL 103 and ENGL 104, ENGL 142, ELD 092 and ELD 094, ELD 097, ELD 103 and ELD 104

## COURSE DELIVERY

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ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture	1	14	28
Seminar			

Lab / Collaborative Learning	1	14	28
Supervised Field Practice			
Workplace Integrated Learning			
Online			
	<b>TOTAL HOURS</b>		<b>56</b>

## COURSE LEARNING OUTCOMES

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Upon successful completion of this course a student will be able to:

- a) communicate professionally and in a culturally appropriate way with members of the public and health care team within their role and scope.
- b) respond professionally to human diversity and varied health conditions within the clinical environment.
- c) discuss the necessity for allied health professionals to respond in a culturally safe manner, respecting and acknowledging the diverse personal histories of First Nations, Inuit and Métis peoples.
- d) demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

## COURSE OBJECTIVES AND MAPPED PROFESSIONAL COMPETENCIES

(also known as “sub-outcomes” or “learning objectives”)

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### Sonography Canada Competencies:

- 1.1d Communicate with patient throughout examination, in manner appropriate to patient’s ability to understand.
- 1.1f Question patient to obtain relevant information regarding history and condition.
- 1.1i Communicate with patient's relatives and / or support persons.
- 1.1j Communicate with other health care professionals.
- 1.1l Apply conflict resolution strategies.
- 1.2b Record accurate and relevant medical history.
- 1.3a Use appropriate body language.
- 1.3b Respond appropriately to non-verbal behaviours.
- 2.3b Provide care for patient in a manner that is respectful of individual diversity.

## REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

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Effective Communication for Health Professionals Elsevier eBook on VitalSource, 2nd Edition ISBN: 9780323681339

## COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

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The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
Week 1	Week 1: Introduction to AHLT 104 Course 2.1 Read Chapter 1 Communicating in Healthcare		
Week 1 Lab	Labour Day – No Lab		
Week 2	<b><u>Week 2: Chapter 1 Communicating in Health Care</u></b> 2.1 Maintaining rapport and confidentiality with patients 2.2 Elements of communication 2.3 Verbal and nonverbal communications 2.4 Steps in effective communication 2.5 Responsibility of communication between healthcare worker and patient 2.6 Using empathy in patient care		1.3a, 1.3b
Week 2 Lab	Week 2: Introduction to AHLT 104 Course Communicating in Health Care Discussion Period		
Week 3	<b><u>Week 3: Chapter 2 Gathering Information</u></b> 3.1 Patient interview and its purpose 3.2 Preparing for a successful patient interview 3.3 Subjective and Objective Information 3.4 Open-ended questions and close-ended questions 3.5 Tools used to gather patient information 3.6 Active Listening 3.7 Types of Responses that support effective communication 3.8 Summarizing patient information		1.2b, 1.1d, 1.1f,
Week 3 Lab	Week 3: Take up Ch. 1 Communicating in healthcare questions Gathering Information Discussion Period	Ch.1 Questions Due	
Week 4	<b><u>Week 4: Chapter 3 Educating Patients</u></b> 4.1 Function of patient education 4.2 Assess patient's learning, learning style and health literacy 4.3 How to ask sensitive questions 4.4 Information on requisition 4.5 Documentation in patient education 4.6 Consent		1.1i
Week 4 Lab	Week 4: Take up Ch. 2 Gathering Information Questions Educating Patients Discussion Period Cultural Project Overview	Ch. 2 Questions Due	
Week 5	<b><u>Week 5: Chapter 4 Communicating with Diverse Patient Groups</u></b> 5.1 Patient perspective in the health care system vs the perspective of the healthcare professional		2.3b

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
	5.2 Different cultural perspectives and how they affect delivery and receipt of health care 5.3 Health disparities related to race and ethnicity 5.4 Sex and gender and key concepts related to gender identity 5.5 Health care and communications best practices when providing health care serves to patients of diverse sexual orientations 5.6 Health care considerations regarding religious diversity 5.7 Health care considerations regarding treatment of patients across the lifespan		
Week 5 Lab	Week 5: Take up Ch. 3 Education Patients questions Communicating with Diverse Patient Groups Discussion Period	Ch. 3 Questions Due <b>Assignment 1 Due (Ch. 3 Critical Thinking Question 2)</b>	
Week 6	Week 6: Read Chapter 5 Communicating Through Barriers		
Week 6 Lab	Week 6: Thanksgiving No Lab	Ch. 4 Questions Due	
Week 7	<u><b>Week 7: Chapter 5 Communicating Through Barriers</b></u> 7.1 Communications through language barriers and the use of interpreters 7.2 Communication and interaction with patients who have auditory and visual impairments 7.3 Stress and it's affect on the body. Common coping mechanisms and actions to help stressed patient 7.4 Address challenging patients and responding to workplace violence 7.5 Signs of abuse and what your responsibility as a health care worker		
Week 7 Lab	Week 7: Take up Ch. 4 Communicating with Diverse Patient Groups Questions Communicating Through Barriers Discussion Period	Ch. 5 Questions Due	
Week 8	<u><b>Week 8: Chapter 6 Communicating Through Illness and Disorders</b></u> 8.1 Communicating with patient who is ill 8.2 Describe cancer, treatments and considerations when interacting with cancer patients 8.3 Types of depression and considerations when interacting with depressed patients 8.4 Suicide ideation and identify patients at risk for suicide 8.5 Anxiety disorder and considerations when interacting with anxious patients 8.6 Dementia and considerations when interacting with patients with dementia		

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
	8.7 Anorexia nervosa and bulimia nervosa and challenges for communicating with patients with eating disorders 8.8 Autism spectrum disorder and the challenges for communicating with patients with this disorder 8.9 Somatic symptom disorder and considerations when interacting with these patients		
Week 8 Lab	Week 8: Take up Ch. 5 Communicating Through Barriers Questions Communicating Through Illness and Disorders Discussion Period	<b>Assignment 2 Due Ch. 4 Critical Thinking Questions 2 and 4</b>	
Week 9	<b><u>Week 9:</u></b> Work on Cultural Project		
Week 9 Lab	Week 9: Cultural Project – No Lab this Week	Ch. 6 Questions Due	
Week 10	<b><u>Week 10: Chapter 7 Communicating Through the Grief Process</u></b> 10.1 Loss and grief 10.2 Technology and medical advances, and attitudes and views on death 10.3 Psychological theories about grieving experience 10.4 Measures to take when interacting with someone experiencing grief 10.5 Spiritual beliefs, cultural perspectives and age affect grief experience 10.6 Function of hospice care and how it differs from other areas of health care		
Week 10 Lab	Week 10: No in-class lab this week.		
Week 11	<b><u>Week 11: Chapter 8 Communicating in the Workplace</u></b> 11.1 Professionalism 11.2 FIPPA 11.3 Format of a Meeting 11.4 Communications challenges and strategies when communicating with coworkers, physicians, managers and regulatory agency personnel 11.5 Communicating via telephone, email or letters/memos	<b>Assignment 3 Due (SBAR Assignment)</b>	1.1j, 1.1l
Week 11 Lab	Week 11: Ch. 8 Communication in the Workplace Discussion Questions	Ch.7 Discussion Questions Due	
Week 12	<b><u>Week 12: Chapter 9 Documenting Patient Care</u></b> 12.1 Information found in the record 12.2 Uses of the information in the health record 12.3 Ownership of health record and the release of information 12.4 Best practices for documenting patient care		

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
Week 12 Lab	Week 12: Documenting Patient Care Discussion Questions	Ch. 9 Discussion Questions Due Cultural Project Steps 2 and 3 Due	
Week 13	Work on Cultural Project and submit. No in-class discussion	Cultural Project Due (25%)	
Week 14	<b>Week 14: Cultural Project Online Gallery and Discussion</b>		
Week 15	<b>Week 15: Exam week – NO EXAM! ☺</b>		

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

## STUDENT EVALUATION

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DESCRIPTION	WEIGHTING
Professionalism	5%
Class discussions – Participation	10%
Class discussions - Questions	25%
Assignments	30%
Cultural Project	30%
<b>TOTAL</b>	<b>100%</b>

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information. <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

## COURSE GUIDELINES & EXPECTATIONS

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### TEST AND EXAMINATION PROCEDURES

There are policies regarding written test and examination procedures including late arrivals and missed tests. Please see the Health and Human Services Student Handbook item 5.4 for Test and Examination Procedures at <http://camosun.ca/learn/school/health-human-services/student-info/index.html>

## WRITTEN ASSIGNMENTS

Assignments are due before 2400 hours (midnight) on the assigned day unless otherwise specified.

Assignments about patients, residents or clients must be completed using the individual's initials only. Unless otherwise directed by individual course outlines, assignments must be: word processed, double spaced, font meeting APA 7th edition guidelines, with a title page and a reference list. Students requiring an extension for the due date of an assignment must negotiate with the instructor, at least 48 hours before the due date.

Assignments submitted late without an approved extension will result in a 5% deduction in mark for each day late.

## SCHOOL OR DEPARTMENTAL INFORMATION

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Health & Human Services Student Handbook: <http://camosun.ca/learn/school/health-human-services/student-info/index.html>

General Practicum Information: <http://camosun.ca/learn/school/health-human-services/student-info/practicum-info.html>

Allied Health & Technologies Department Handbooks:

- Certified Medical Laboratory Assistant: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/cmla.html>
- Diagnostic Medical Sonography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/sono.html>
- Medical Radiography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/mrad.html>

Students enrolled in Allied Health & Technologies Programs must achieve a minimum of 65% or a "COM" in each of their courses in order to use their course as a pre-requisite and progress in their program.

Students enrolled in Allied Health & Technologies Programs must participate in learning activities that include intimate and direct personal contact with their classmates during supervised practice. Students are training to perform the duties of a healthcare professional. These duties usually require constant, close physical contact with patients and clients. Students may be required to simulate and perform these activities on one another during this course. Students may also be required to use special hygiene practices and protective gear to protect themselves from the transmission of communicable diseases (like COVID-19). Risks associated with learning and performing the physical duties of a healthcare profession cannot be eliminated by any amount of caution or protection. Students who refuse or are incapable of participating and performing these activities due to personal or medical limitations, may only continue to participate in their course work when supported by officially registered accommodations or temporary medical advisory.

## STUDENT RESPONSIBILITY

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Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

## SUPPORTS AND SERVICES FOR STUDENTS

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Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	<a href="http://camosun.ca/advising">http://camosun.ca/advising</a>
Accessible Learning	<a href="http://camosun.ca/accessible-learning">http://camosun.ca/accessible-learning</a>
Counselling	<a href="http://camosun.ca/counselling">http://camosun.ca/counselling</a>
Career Services	<a href="http://camosun.ca/coop">http://camosun.ca/coop</a>
Financial Aid and Awards	<a href="http://camosun.ca/financialaid">http://camosun.ca/financialaid</a>
Help Centres (Math/English/Science)	<a href="http://camosun.ca/help-centres">http://camosun.ca/help-centres</a>
Indigenous Student Support	<a href="http://camosun.ca/indigenous">http://camosun.ca/indigenous</a>
International Student Support	<a href="http://camosun.ca/international/">http://camosun.ca/international/</a>
Learning Skills	<a href="http://camosun.ca/learningskills">http://camosun.ca/learningskills</a>
Library	<a href="http://camosun.ca/services/library/">http://camosun.ca/services/library/</a>
Office of Student Support	<a href="http://camosun.ca/oss">http://camosun.ca/oss</a>
Ombudsperson	<a href="http://camosun.ca/ombuds">http://camosun.ca/ombuds</a>
Registration	<a href="http://camosun.ca/registration">http://camosun.ca/registration</a>
Technology Support	<a href="http://camosun.ca/its">http://camosun.ca/its</a>
Writing Centre	<a href="http://camosun.ca/writing-centre">http://camosun.ca/writing-centre</a>

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

## COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

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### Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors.



Please visit the CAL website for contacts and to learn how to get started:

<http://camosun.ca/services/accessible-learning/>

### Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

### Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

### Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

### Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

### Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

### Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures" (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

### Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

### Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them

understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and [camosun.ca/sexual-violence](http://camosun.ca/sexual-violence). To contact the Office of Student Support: [oss@camosun.ca](mailto:oss@camosun.ca) or by phone: 250-370-3046 or 250-370-3841

### Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

**Changes to this Syllabus:** Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.