



CAMOSUN

School of Health & Human Services
Continuing Education

MEDL 405V 001
Workplace Communication
Fall 2014

Course Outline

Instructor: Sian Nuttall
E-mail: medlab@camosun.ca
Telephone: 250-370-3103 (Continuing Education office)

This course covers how to use effective communication skills with patients and members of the health care team including written communication, and an overview of conflict resolution. It also discusses medicolegal and ethical terms; requirements for documentation; knowledge of patients' rights; requirements for finding of liability; and application of knowledge to situations which may occur in the health care setting. All classes MANDATORY.

Learning Outcomes

At the end of the course the student will be able to:

1. Demonstrate effective communications skills with patients and members of the health care team (verbal, non-verbal, and written)
2. Define and demonstrate knowledge of medicolegal and ethical terms as they may apply to the MLA
3. Outline requirements for documentation
4. Demonstrate knowledge of patients' rights
5. Demonstrate knowledge of requirements for the finding of liability
6. Demonstrate the ability to apply the knowledge of medicolegal and ethical issues to situations which may occur in the health care setting

Evaluation of Learning

Legal & Ethical Exam	40%	October 18
Assignment	40%	Due October 25. Hand in or email to: medlab@camosun.ca
Participation	20%	

Passing Grade

The passing grade for this course is 65 % (C+).

Grading System

Percentage	Grade	Description
90-100	A+	
85-89	A	
80-84	A-	
77-79	B+	
73-76	B	
70-72	B-	
65-69	C+	Minimum grade to successfully complete Med Lab Assistant theory courses.
60-64	C	
50-59	D	Minimum level of achievement for which credit is granted; a course with a "D" grade cannot be used as a prerequisite.
0-49	F	Minimum level has not been achieved.

Important Notes

- Please arrive on time. The instructor will begin class on time.
- This course emphasizes experiential learning. Students are expected to attend all classes and to participate in class discussions and activities. Consistent attendance and participation is critical for success.
- The college provides many services to students; please contact the Registration department at either campus. Please note that not all services may apply to Continuing Education (CE) students. CE students are not contributing members of Camosun College Student Society (CCSS) and therefore do not pay CCSS fees or receive member benefits with their Photo ID.
- Please complete and submit the written assignment on the designated date at the beginning of the class. Marks will be deducted at 15% per day for a late assignment.
- It is your responsibility to obtain course material if absent from class.
- Please have pagers and cell phones on "mute" and leave room to return emergency phone calls.
- Please tidy up your area before you leave.
- All Camosun policies are available in PDF format at <http://camosun.ca/about/policies/> or in the current print credit calendar. Please refer to the section Academic Policies & Procedures for information on Student Conduct, Student Appeals, Standards of Academic Progress and more. Please note that not all policies apply to Continuing Education (CE) students. Please refer to the *Student Guide for Continuing Education* or the Medical Lab program <http://camosun.ca/learn/programs/medical-laboratory-assistant/> for more information.