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HEALTH UNIT COORDINATOR Certification Course



Program Length: *14 weeks*

Course Type: *Certification*

Local Students: *Open*

International Students: *Open*



HEALTH UNIT COORDINATOR

Receive your certification and advance in your career.

CERTIFICATION OVERVIEW

Health Unit Coordinators ensure administrative operations run efficiently in a clinical setting such as a hospital, doctor's office, or clinic. Also known as a Unit Secretary or Ward Clerk, their duties include planning patient activities, updating medical files, and resolving patient complaints.

As the population continues to age, the healthcare industry is facing a growing shortage of well-trained personnel. Throughout the North American healthcare industry, there is a need to increase the size and skill of the workforce. Successful graduates will achieve the Certified Medical Assisting Professional (CMAP) designation in addition to their diploma. These graduates are fully qualified to work in a hands-on administrative and clinical support capacity in the medical industry.

Responsibilities:

- Welcome patients, check-in new patients, and answer phone calls.
- Maintain the appointment calendar, schedules, and medical charts.
- Communicate with patients, families, medical staff, and caregivers to guarantee smooth operations.
- Plan patient procedures and activities.
- Order medical equipment, supplies, and infrastructure for the hospital.
- Assist patients with important hospital forms and inform them about the procedures of the hospital.
- Resolve all patient complaints and collect reviews to help improve functionality.
- Maintain and update patient medical records.
- Work with medical and non-medical employees.
- Train new employees on hospital processes.

Graduates may find employment in a variety of care settings including:

- Physicians' Offices, Clinics, Mental Healthcare and Allied Health Care Centres
- Ambulatory Clinics
- Walk-in Care Centres
- Complementary and Alternative Medicine Clinics such as 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, such as Switchboard, Information, and Patient Registration
- Ambulatory and Outpatient Departments
- Laboratory and X-Ray Departments
- Medical Finance and Administrative Departments
- Booking, O.R. Bed Booking



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Futures Canadian College of Business, Health, and Technology formerly Futures Academy of Health was founded in 2009 in Toronto, Ontario. Approved and accepted in November 2018 by the International Student Program, Futures Canadian College is now a Designated Learning Institute.

At FCC, we strive to provide the world-class education every student deserves. With well-crafted lesson plans, that are both informative and practical, we ensure that you learn all you need to know to jumpstart your career. Our co-op programs are relevant and supportive of your desire to land that dream job! We are committed to providing you with a learning environment that is well-equipped to motivate you to pursue your studies and ultimately, achieve your long-term goals.