

Program Information

The Health Unit Coordinator (HUC) provides exceptional customer service to patients and visitors through welcoming behaviors, effective communication, and information sharing. HUCs work as part of a team often under the supervision of a physician or nurse manager to ensure that documentation of patient care and progress in electronic health records software is completed accurately and efficiently. The Health Unit Coordinator certificate program at Anoka Technical College prepares students to perform the duties of a unit coordinator in a health care facility.

Upon graduation, students will be prepared to work in this position through completion of coursework in introductory computer applications, medical terminology as used in health information, and electronic health records software. Medical Office Procedures coursework provides students with more in-depth learning in HIPAA (Health Insurance Portability and Accountability Act) regulations and applications, abbreviations for various physician specialists, health care organizations, and hospital departments as well as concepts of effective communication. Through critical thinking curriculum, students will develop an understanding of the workplace behaviors necessary to be a positive team member in a professional workplace and how time-management and prioritizing skills are crucial to effectively managing workflow. Practice Management software training takes students through a complete cycle of scenarios from entering new patient information through batch-cycle billing.

Program Learning Outcomes

1. Demonstrate knowledge of medical terminology and abbreviations as used in health information.
2. Articulate HIPAA (Health Insurance Portability and Accountability Act) and patient confidentiality requirements and necessity of use.
3. Differentiate between hospital departments, medical specialties, and health care organizations.
4. Utilize computer software, including Electronic Health Records software, to effectively and efficiently process patient and department/unit information and communications.
5. Apply the behaviors critical for performing as a positive, contributing member of a health care team.
6. Employ time management and critical thinking skills necessary to prioritize needs to effectively manage work flow according to department policies, procedures, and standards.
7. Demonstrate the use of critical thinking skills to analyze and solve business problems by demonstrating the ability to define problems, find relevant information, synthesize and evaluate information, and implement decisions.
8. Develop and evaluate customer service skills by ascertaining the characteristics of a customer service organization and using customer service skills in servicing customers professionally.

Career Opportunities

The Health Unit Coordinator (HUC) is responsible for coordinating non-clinical operations and facilitates communication between staff, patients, families and care providers, and between the unit and other departments. Potential locations for employment include hospitals, nursing homes, medical clinics, insurance companies, private physician practices, public health clinics, rehab centers, and more. The HUC role involves a wide range of responsibilities that vary based on the medical setting. A HUC must possess professionalism in both appearance and interaction with others as well as provide exceptional customer service to patients and visitors. They must demonstrate the ability to work quickly in a fast-paced patient care setting and work accurately and efficiently with attention to details while maintaining patient confidentiality. HUCs must be able to utilize computer software including Electronic Health Records software, possess knowledge of HIPAA (Health Insurance Portability and Accountability Act) rules and patient confidentiality requirements, and knowledge of medical terminology as used in health information. They must also demonstrate excellent organizational and communication skills with ability to focus on keeping effective work flow. Possessing strong interpersonal skills and attributes of a team player are a must for a Health Unit Coordinator position. Wage information is available from the [Minnesota Department of Employment and Economic Development](http://www.dhs.gov/minnesota-department-of-employment-and-economic-development).

Program Start Dates

Fall Semester.....August
Spring Semester January

Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

Program Sequence

First Semester	16
<input type="checkbox"/> ADSC 1003 Introduction to Keyboarding and Speedbuilding.	2
<input type="checkbox"/> ADSC 1055 Electronic Health Records	2
<input type="checkbox"/> ADSC 1283 Medical Office Procedures.....	4
<input type="checkbox"/> COMP 1002 Computer Technologies for Communication.....	2
<input type="checkbox"/> HITM 1110 Medical Terminology in Health Information	3
<input type="checkbox"/> INTS 1000 Critical Thinking Applications for College (Goal 2).....	3

Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

Faculty Contact

[Darla Cullen](#) 763-576-4018
[Deb Catlett](#) 763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or EnrollmentServices@anokatech.edu

Also see: Health Information Technology (HIT) AAS, Medical Coding Specialist diploma, Medical Office Specialist AAS, and Medical Receptionist diploma



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