



COURSE SYLLABUS

COURSE NAME, PREFIX, NUMBER: ALLIED HEALTH COMMUNICATION TECHNIQUES, HCOR 1321

CAMPUS NAME AND ADDRESS

Central Louisiana Technical College

CREDIT HOURS: 3

LECTURE HOURS: 3

LAB HOURS: 0

CONTACT HOURS: 45

INSTRUCTOR: TBD

INSTRUCTOR INFORMATION:

TBD

COURSE DESCRIPTION

This course introduces effective and therapeutic communication (written and verbal) skills essential for the student to be successful in a variety of healthcare professions. Communication principles will be presented with subsequent examples, scenarios and role-playing to assist the student in mastering the communication techniques necessary for healthcare providers to deliver quality care. Specific areas such as the communication process, verbal & non-verbal communication skills, professional behavior, interviewing techniques, adapting to client disabilities (ADA), effective client teaching skills, multicultural and ethnic sensitivity, writing skills and use of electronic communication are included. (3/0/3)

OUTCOMES

As a result of successful completion of this course, the student will be able to:

1. Identify the five steps of the communication process (sender, message, method, receiver, and interpretation/feedback).
2. Distinguish between appropriate and inappropriate nonverbal and verbal communication methods.
3. Identify and discuss therapeutic communication strategies, including recognition of barriers or roadblocks to effective techniques.
4. Discuss interpersonal skills needed by the healthcare provider to assist clients in reaching positive outcomes, while working effectively with other members of the healthcare team.
5. Understand the Health Insurance Portability and Accountability Act (HIPAA).
6. Apply professional interviewing techniques for a variety of scenarios while role-playing.
7. Demonstrate knowledge of how to vary communication techniques when dealing with client disabilities.
8. Illustrate comprehension of cultural sensitivity and how to communicate with an ethnically diverse population.
9. Identify and discuss various forms of electronic communication methods.
10. Demonstrate fundamental writing skills used in a professional healthcare setting.
11. Define medical prefixes, root words, suffixes, and abbreviations.
12. Combine prefixes, root words, and suffixes to develop medical terms.
13. Outline information essential to applying for, evaluating, and terminating a job.

14. Prepare a personal résumé, letter of application and letter of resignation.
15. Identify the purpose and information contained within a job application form and complete mock job application forms.
16. Explain appropriate job interview information/responses, personal appearance, and conduct and participate in mock job interviews.

REQUIRED TEXTBOOKS

Therapeutic Communication for Health Care Professionals, 4th Edition

Carol D. Tamparo, Wilburta Q. Lindh

Cengage Learning

MindTap ISBN: 9781305574656

ADDITIONAL MATERIALS/RESOURCES

TBD

GRADING CRITERIA

- A 90-100
- B 80-89
- C 70-79
- D 60 - 69
- F 59 and below

GRADING SCALE

100-90	A
89-80	B
79-70	C
69-60	D
59-below	F

ASSESSMENTS

EVALUATION AND GRADING:

Written examinations 70%

Assignments and quizzes 10%

Final examination 20%

100 %

SECTION

Z01

TERM

Fall

ATTENDANCE

Students must be officially enrolled in any course that they attend. It is expected that students will attend scheduled classes regularly and on time. If an absence occurs, it is the responsibility of the student to make up all missed work, if approved by the instructor. Students who stop attending a course and do not officially withdraw will receive grades of "0" for all work missed and will result in a punitive final grade. This policy shall be superseded by any more stringent attendance policy required by a regulatory or licensing body having jurisdiction over program requirements. Attendance will be tracked and maintained for various reporting purposes.

CLASS WITHDRAWAL POLICY

The deadline for dropping a class is published each semester on the CLTCC website in the academic calendar. A student who officially withdraws from a class prior to the designated date will receive a grade of "W" in that class. Any student who receives financial aid and withdraws from any or all classes is subject to repaying a portion of the funding received.

ACADEMIC HONESTY

The faculty of Central Louisiana Technical College supports the concept of academic honesty. The teaching faculty encourages academic honesty in all classes and we require academic honesty from all students. All students are expected to maintain honesty and integrity when completing all academic assignments and examinations. Plagiarism, cheating, and other forms of academic dishonesty will not be tolerated. Any student found guilty of such dishonorable acts in academic work will receive a "0" for the work presented. The instructor may also refer the student to the appropriate administrator for further disciplinary actions, which could result in an "F" in the course, dismissal from the course, or dismissal from the college.

ARTIFICIAL INTELLIGENCE

Students at CLTCC are expected to use AI tools responsibly and ethically in their academic pursuits:

- **Permission is Key:** For any graded academic work, students are generally required to seek **explicit permission from their instructors** before using any generative AI tools (e.g., ChatGPT, Bard, Copilot, Gemini).
- **Instructor Discretion:** Faculty members retain authority to determine if and how AI tools can be used in their specific courses. Students must adhere to these expectations, which will typically be communicated clearly through the **course syllabus** or assignment instructions.
- **Citing AI:** When instructors permit AI use, students are expected to **properly cite any content generated or assisted by these tools**, following established academic citation guidelines (e.g., MLA, APA, Chicago). Failure to do so constitutes academic dishonesty.
- **Fact-Checking is Crucial:** Students bear responsibility for the **accuracy and veracity** of all information submitted as part of their coursework, regardless of whether AI tools were employed in its generation.
- **Understanding Limitations:** Students are encouraged to understand the **limitations of AI tools**, including potential biases, inaccuracies, and how these might affect the quality or originality of their work.
- **Transparency in Workflow:** When AI tools are permitted, students are expected to be **transparent about their use**, documenting their workflow and clearly indicating when and how AI was utilized in the creation of their assignments.
- **Avoiding Academic Misconduct:** Using AI to cheat, plagiarize, misrepresent one's knowledge, or submit work that is not substantially one's own original effort is a severe violation of academic integrity and will lead to **serious disciplinary consequences**.
- **AI as a Learning Tool:** CLTCC acknowledges that AI tools can be valuable for **personal learning and skill development**, such as brainstorming ideas, outlining assignments, analyzing data, or exploring concepts.

However, they should support, not replace, a student's own critical thinking, understanding, and learning process.

- **Prohibited Uses:** Specific prohibited uses include, but are not limited to:
 - Using AI tools during examinations or quizzes unless explicitly permitted.
 - Submitting entire assignments generated by AI as one's own original work.
 - Sharing sensitive personal data or confidential institutional information with public AI platforms.

STUDENT CODE OF CONDUCT

Students will be suspended for actions detrimental to the welfare of other students, instructors, staff, and the campus. These actions include, but are not limited to: Firearms and/or weapons, alcoholic beverages, and illegal drugs will not be permitted on campus. Profanity and fighting are strictly prohibited. Smoking or use of any other tobacco products is prohibited. Students must not eat or drink beverages in classrooms or labs. Vandalism will not be permitted on campus. Dishonesty will not be tolerated under any circumstances. Students who cheat, or aid in the act thereof, may be dismissed from campus. Students must display a respectable attitude and behavior toward instructor and other students. The college has a Zero Tolerance Policy, meaning the campuses should be completely free of threats and assaults to ensure the highest standard of safety for all faculty, staff, students, and visitors on each campus. The college will take all reasonably available steps to protect all such persons from violence. Violators of the Zero Tolerance Policy will be suspended.

Title IX

Central Louisiana Technical Community College faculty and staff are committed to helping create a safe and open learning environment for all students. If you (or someone you know) have experienced any form of sexual misconduct, including sexual assault, dating or domestic violence, or stalking, know that help and support are available. The College strongly encourages all community members to act, seek support, and report incidents of sexual misconduct to the Title IX Office. Be advised that we must disclose information about misconduct as per Title IX of the Education Amendments of 1972.

If you wish to speak to a confidential employee who does not have this reporting responsibility, you can contact the Title IX Coordinator for Students at 318-487-5443 ext. 1129. If it is an ADA issue, you can contact CLTCC's ADA Coordinator for Students at 318-487-5443 ext. For more information about reporting options and resources at CLTCC and the community, visit our Title IX page. Please complete the following Incident Report by clicking here to report the incident. Under "*Nature of this Report*," choose Title IX or Disability Service Request regarding a Reasonable Accommodations issue.

DISCIPLINARY PROBATION

A student may be placed on disciplinary probation when campus rules and policies are disregarded. When a student is placed on disciplinary probation, the student is given a specified time to improve one's record. If the student's record does not show improvement, the student may be suspended for a specific time, usually a semester or more.

STUDENTS WITH DISABILITIES

The Central Louisiana Technical College complies with Section 504 and the Americans with Disabilities Act. Students with disabilities who seek accommodations must make their requests known by contacting the Disabilities Coordinator at the beginning of each semester. If a disability is identified later in the semester, a non-retroactive accommodation plan will be developed.

COURSE TRANSFERABILITY

A student should contact the institution to which he or she intends to transfer to inquire about the potential transferability of the course and to determine whether the course will count in his or her major.

INSTRUCTOR CREDENTIALS

All instructors for this course meet or exceed the criteria for academic and professional preparation as required in the SACS/COC standards for accreditation.