



Health Unit Coordinator FAQ Sheet

Who is a Health Unit Coordinator (HUC)?

A HUC is the main communication link between what the doctors require the patients to have (for diagnosis or treatment) and the department, services, health care professionals carrying out the task. You are the clerical support person who greets everyone and answers questions at the nursing station.

What does the HUC generally do?

- Greet patients, visitors, staff, and answer questions in person, online, and over the phone.
- Organize patient appointments to and from departments, admissions, discharges, transfers.
- Clerical support to the health care team.
- Communicate in writing and speaking, accurately using medical terminology.
- Transcribe prescriber orders (medications, diagnostic tests, diets) onto forms or the computer to be completed.

What is the average wage?

~\$25.00 according to the HEU Collective Agreement Wage schedule. Regular full time and part time positions include medical, dental, vacation (1 month starting), and sick pay.

Where can I work?

In the hospital, on acute care or extended care units or you can work in clinics. Bed Booking & Admitting Clerk are other positions you could apply to in the hospital.

When are the next intakes?

Intakes are in September and January in the first year, then May the next year. Seat offers are based on first qualified, so apply first, then work on the admission requirements:

1. Grade 12 or equivalent (employment requirement)
2. English 12 "B" level (ELP or equivalent, see [VCC HUC homepage](#))
3. Keyboarding speed 30 gross wpm, 5 or less errors
4. [Information Session](#) (Sign up using the hyperlink)

How do I pass my courses?

You need a cumulative mark of 68% in all theory courses to progress. The Practicum Orientation and 2 Practicum courses require all learning outcomes to be met to achieve a satisfactory mark = 68%.

How will I learn?

This is a full time, blended program which means the theory courses will be in person (labs) or online from Monday – Friday, from 8am-4pm. The practicums are in the hospital and students follow the preceptors schedule, which are varied hours and may include evenings and weekends. All practicums are schedule at the end of each term and will be arranged by the coordinator of the program.

Is there financial assistance available?

Student Loan: Yes. Ask [Financial Aid](#) for bursary and scholarship information.

For more information, please email HUC@VCC.ca