



Higher National Unit specification: general information

Unit title: Medical Terminology for Administration Staff

Unit code: FG61 34

Superclass: PA

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Unit purpose

This Unit is designed to enhance knowledge and application of medical terminology. Candidates will learn how to construct medical words using roots, prefixes and suffixes and understand their meanings. They will learn how to pronounce medical terms and learn about the structure and physiology of the human body.

This Unit is relevant to candidates who wish to work in an administrative role within a variety of health care settings.

On completion of the Unit the candidate should be able to:

- 1 Apply medical terminology relating to human body systems.
- 2 Produce documents for use in a medical practice containing appropriate medical terminology.

Recommended prior knowledge and skills

Access to this Unit is at the discretion of the centre. However, it would be beneficial if the candidate had good communication and literacy skills, and had achieved, or was working towards, either a relevant administrative qualification or had recent administrative work experience.

Higher National Unit specification: general information (cont)

Unit title: Medical Terminology for Administration Staff

Credit points and level

2 Higher National Unit credit(s) at SCQF level 7: (16 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Core Skills

There are opportunities to develop the Core Skill of *Problem Solving* at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

Assessment

Evidence for this Unit should be generated through assessment undertaken under closed-book conditions for Outcome 1 and open-book conditions for Outcome 2.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Outcome 1

Apply medical terminology relating to human body systems.

Knowledge and/or Skills

- ◆ Roots, prefixes and suffixes
- ◆ Human body systems
- ◆ Related pathology and medical investigations
- ◆ Medical abbreviations
- ◆ Pharmacology
- ◆ Pronunciation of medical terms

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain aspects of **nine** human anatomy systems by identifying and defining medical terms and correctly extending medical abbreviations

Extended medical abbreviations and definitions of medical terms should be spelled correctly.

Fifteen medical terms related to human body systems should be pronounced correctly.

Assessment should be carried out under closed-book conditions.

Assessment Guidelines

This Outcome could be assessed by a range of questions covering nine human body systems which may be based on a diagram or other information such as a case study.

Assessment for pronunciation may be derived from simulation and role play exercises, conversations with the tutor or from candidates reading stimulus material with associated words for definition and/or extension.

Higher National Unit specification: statement of standards (cont)

Unit title: Medical Terminology for Administration Staff

Outcome 2

Produce documents for use in a medical practice containing appropriate medical terminology

Knowledge and/or Skills

- ◆ Planning
- ◆ Word processing
- ◆ Proof reading
- ◆ Mailable standard

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ produce a set of documents on a specific medical topic applying **ten** medical terms correctly. The documents should provide an accurate overview of the topic chosen and be error free and of mailable copy standard

Assessment should be carried out under open-book conditions.

Assessment Guidelines

This Outcome could be assessed via a case study requiring candidates to produce a booklet or information leaflet employing the appropriate medical terminology.

Higher National Unit specification: support notes

Unit title: Medical Terminology for Administration Staff

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit is intended for candidates either already employed or wishing to gain employment as a medical secretary, clerical officer or medical receptionist in a variety of healthcare settings, eg general practice surgery, hospital or health board.

The content of this Unit should prepare candidates for employment in the healthcare sector and should encourage realistic workplace practice to enable them to understand the importance of medical terminology within a healthcare setting.

This Unit should encourage candidates to gain understanding and knowledge of medical terminology and the role it plays in communication within healthcare settings.

Outcome 1

- ◆ Knowledge of the origins of medical terms.
- ◆ Roots, prefixes, suffixes and combining vowels to produce accurate combining forms.
- ◆ Roots, prefixes, suffixes and combining vowels to explain medical terms.
- ◆ Use diagrams to describe body systems and take a systematic approach to medical specialities, eg Digestive System, Respiratory System, Cardiovascular System, Blood and Lymphatic System, Renal System, Endocrine System, Female Reproductive System (including Obstetrics), Male Reproductive System, Nervous System (including Mental Health), Musculoskeletal System, Integumentary System (skin, nails, hair), Eye, Ear.
- ◆ Physiology and related terms of each system (eg peristalsis, micturition).
- ◆ Pathology and related terms of each system.
- ◆ Procedures, instruments and investigations related to each system (eg x-ray, lab tests).
- ◆ Pharmacology commonly used in each system.
- ◆ Drugs classification and terms used in prescribing drugs (eg analgesics, diuretics) and (IM, PR, Rx, tid, sos, stat).
- ◆ Describe the key professionals, abbreviated titles and qualifications of professional bodies (eg NMC, GMC, BMA, SHO, RGN).
- ◆ Appropriate sources of reliable and current information.

Higher National Unit specification: support notes (cont)

Unit title: Medical Terminology for Administration Staff

Outcome 2

- ◆ Produce a set of documents relating to a specific medical subject area, by utilising knowledge and understanding from formative and summative assessment of Outcome 1.
- ◆ Examples of documents could include information leaflets or booklets, glossaries, medical letters and leaflets with FAQ and answers.
- ◆ Research and planning can be carried out by using medical reference books or the internet.
- ◆ It would be beneficial for candidates to have some word processing skills, as they may be preparing for employment in medical administration. Where this is not the case, centres are encouraged to identify appropriate preparation for candidates.
- ◆ Candidates should be introduced to the preferred house style of their Centre, should this be appropriate to the related task.

Guidance on the delivery and assessment of this Unit

This Unit is optional within the HNC/HND Administration and Information Technology group award frameworks. Although it could be delivered as a stand-alone Unit it is envisaged that it would be delivered in tandem with either the Hospital Patient Administration (DL51 34) or GP Medical (DJ4H 34) Administration Units.

For both Outcomes the underpinning knowledge of each body system is essential. Assessment will, therefore, take place once all the knowledge and/or skills have been delivered. Suggested body systems are:

- ◆ digestive system
- ◆ respiratory system
- ◆ cardiovascular system
- ◆ blood and lymphatic system
- ◆ renal system
- ◆ endocrine system
- ◆ female reproductive system (including obstetrics)
- ◆ male reproductive system
- ◆ nervous system (including mental health)
- ◆ musculoskeletal system
- ◆ integumentary system (skin, nails, hair)
- ◆ eye
- ◆ ear

Candidates should be encouraged to read available medical periodicals and medical magazines to reinforce their understanding of medical terminology. If appropriate, to the candidate's job role, the use of audio word processing could be used to consolidate learning. The use of guest speakers from a healthcare administrative background could be useful to endorse the importance of accurate spelling and understanding of medical terms in the workplace.

Higher National Unit specification: support notes (cont)

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Opportunities for developing Core Skills

This Unit offers opportunities to develop the Core Skill of *Problem Solving* at SCQF level 5. In Outcome 2, candidates are required to provide a response of at least 1,000 words to a given scenario, outlining and discussing a range of medical conditions or health related topics. The scenario given should, if possible, provide opportunity for candidates to demonstrate such skills as analysis, evaluation, comparison and discussion.

Problem Solving can be developed in this Outcome with the effective planning of the response, and research to identify and obtain the resources necessary to carry it out, possibly within time constraints.

Open learning

Both Outcomes are appropriate to Open and Flexible Learning approaches with tutor support. However, it would require planning by the centre to ensure the sufficiency and authenticity of candidates' responses to Outcome 2 in particular.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

History of changes to Unit

Version	Description of change	Date

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General information for candidates

Unit title: Medical Terminology for Administration Staff

This Unit will focus on the language and knowledge required to prepare you to communicate effectively as part of a healthcare team.

Employees working in an administrative role are often the first point of contact a patient has with the NHS, whether face-to-face, via the telephone or in writing. This first impression of the organisation is crucial to the relationship between the patients, the public and the NHS. Your understanding of the terms likely to be encountered, when dealing with enquiries/correspondence within your remit or forwarding them to the appropriate personnel, should improve the client/patient satisfaction of your organisation

Outcome 1 develops your medical word power and will allow you to communicate appropriately with healthcare professionals and the public. You will learn about the human body systems, pathology, procedures and medical terminology. For assessment, you will be required to respond to short answer questions based on the human body systems.

Outcome 2 will enhance your understanding of the structure and function of the body and increase your knowledge about medical conditions and procedures carried out. This Outcome encourages you to use some of the specialised terms in an administrative task involved in working within a healthcare team. For assessment, you will respond to a given scenario, in which you will produce documentation on a specific medical topic, using medical terminology effectively.

There is no automatic certification of Core Skills in this Unit. However, you may have the opportunity to develop the Core Skill of *Problem Solving* at SCQF level 5.