



Higher National Unit specification: general information

Unit title: Hospital Patient Administration

Unit code: FG65 34

Superclass: PA

Publication date: August 2011

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

The aim of this Unit is to develop and enhance knowledge of the roles, staff responsibilities, procedures and legislation relating to hospital patient administration and care in the context of current NHS Scotland (NHSS) hospitals. This Unit is suitable for candidates seeking employment in an administrative capacity within a hospital environment or for those already employed there who wish to gain a formal qualification.

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

- 1 Describe the organisational structure of patient administration within a typical NHSS General Hospital.
- 2 Describe the personnel and procedures relating to hospital patient administration.
- 3 Explain the principles of current legislation relating to medical records.
- 4 Demonstrate understanding of appropriate customer care skills for dealing with patients.

Recommended prior knowledge and skills

Access to this Unit is at the discretion of centre. However, it would be beneficial if the candidate had achieved either a relevant administrative qualification or recent relevant work experience.

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 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.*

Higher National Unit specification: general information (cont)

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Core Skills

There may be opportunities to gather evidence towards the following Core Skills components, *Written Communication (Reading)*, at SCQF level 6, *Written Communication (Writing)* at SCQF level 6 and *Critical Thinking* at SCQF level 6.

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. This Unit is optional within the framework for PDA Medical Administration (G8KV 47) and HNC/D Administration and Information Technology (G9M7 15 & G9M8 16).

Assessment

Evidence for Outcome 1 should take the form of an organisation chart with accompanying explanatory notes of approximately 500 words and may be combined with the evidence produced for Outcome 2.

Evidence for Outcomes 3 and 4 will be generated in open-book, controlled conditions.

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.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe the organisational structure of patient administration within an NHSS Hospital.

Knowledge and/or Skills

- ◆ Organisational structure of hospital patient administration within the NHSS.
- ◆ Roles and responsibilities of NHSS hospital patient administration staff.

Evidence Requirements

Candidates need to provide evidence to demonstrate their knowledge and/or skills by producing an organisational chart showing specific detail of the organisation of patient administration. Levels of responsibility for each function should be clearly indicated.

The chart should be accompanied by explanatory notes outlining the roles and responsibilities of the personnel involved in patient administration. These notes should give clear, detailed, concise descriptions of the roles/functions of those staff involved directly in patient administration.

Assessment will be carried out in open-book conditions.

Assessment Guidelines

Candidates should be encouraged to undertake research for this Outcome, making use of Government and NHSS websites as well as any other relevant sources of information.

Notes to accompany the descriptions of roles and functions are likely to be in the region of 300 to 500 words.

Assessment of this Outcome can be combined with Outcome 2 in a single combined assessment task.

Higher National Unit specification: statement of standards (cont)

Unit title: Hospital Patient Administration

Outcome 2

Describe the personnel and procedures relating to hospital patient administration.

Knowledge and/or Skills

- ◆ Administration procedures relating to Out-patients from referral to discharge.
- ◆ Administration procedures relating to In-patients from admission to discharge.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by describing the procedures relating to, and personnel responsible for:

- ◆ registration
- ◆ admissions/discharges
- ◆ out-patient appointments
- ◆ waiting lists
- ◆ filing/retrieval procedures
- ◆ diagnostic coding procedures
- ◆ storage and retention policy for medical records

These should be described **either** in the context of Out-patient referral **or** In-patient admission

Assessment will be carried out in open-book conditions.

Assessment Guidelines

This Outcome could be assessed by the production of an Induction Booklet containing the information specified by the Evidence Requirements. This task could incorporate the organisational information required by assessment of Outcome 1, thereby combining assessment of these Outcomes.

Procedures described in the booklet could contain sample documentation.

Higher National Unit specification: statement of standards (cont)

Unit title: Hospital Patient Administration

Outcome 3

Explain the principles of current legislation relating to medical records.

Knowledge and/or Skills

- ◆ Data Protection Act
- ◆ Access to Health Records Act
- ◆ Access to Medical Reports Act
- ◆ Freedom of Information (Scotland)
- ◆ Role of Caldicott Guardians

Evidence Requirements

Candidates should provide evidence to demonstrate their knowledge and/or skills by explaining the requirements of the following legislation in relation to patient medical records:

- ◆ Data Protection Act

and a further **two** from the following

- ◆ Access to Health Records Act
- ◆ Access to Medical Reports Act
- ◆ Freedom of Information (Scotland)
- ◆ The role of Caldicott Guardians

Candidate responses must reflect **current** legal requirements regarding confidentiality of medical records and access to data contained in both manual and computerised records systems.

Centres should ensure assessment tasks reflect the **current** legal requirements at the time assessment is carried out.

Assessment will be carried out under open-book, supervised conditions.

Assessment Guidelines

This Outcome may be assessed by questions derived from one or more case studies, each designed to highlight the main principles of current/emerging legislation.

An appropriate assessment task covering this Outcome is likely to take approximately 2 hours to complete.

Assessment should reflect current legislation and procedures at the time of delivery.

Higher National Unit specification: statement of standards (cont)

Unit title: Hospital Patient Administration

Outcome 4

Demonstrate understanding of appropriate customer care skills for dealing with patients.

Knowledge and/or skills

- ◆ How to deal with patients' issues appropriately in a face-to-face situation.
- ◆ Principles for protecting patient confidentiality.
- ◆ Patients' Rights and Responsibilities.
- ◆ Complaints procedures.

Evidence requirements

Candidates will provide evidence to demonstrate their knowledge by satisfactorily explaining **two** of the four items listed below:

- ◆ candidates should be able to explain how to deal appropriately with difficult situations, using sensitivity and awareness of patients' needs and expectations in the context of working in a hospital environment
- ◆ principles for protecting patient confidentiality — how these should be put into practice in relation to a given situation in the working environment
- ◆ patients' Rights and Responsibilities — how these should be put into practice in relation to a given situation in the working environment
- ◆ complaints procedures — how the NHSS complaints procedure should be used in relation to a given situation in the working environment

Assessment will be completed in open-book, supervised conditions.

Assessment guidelines

This Outcome may be assessed by questions derived from one or more case studies.

The time required to assess this Outcome is likely to be between one and 2 hours.

Higher National Unit specification: support notes

Unit title: Hospital Patient Administration

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 40 hours.

Guidance on the content and context for this Unit

This Unit focuses on patient administration procedures in the context of a general hospital. The Unit is optional within the PDA Medical Administration (G8KV 47) and HNC/D Administration and Information Technology (G9M7 15 & G9M8 16) Group Awards but may form part of other Group Awards or be taken as a free-standing Unit.

Due to the constantly changing nature of the NHSS, it is imperative that the content of teaching materials reflects the current situation at the time of delivery of the Unit. To this end, materials used **must be regularly reviewed** and use should be made of the NHS Show website (www.show.scot.nhs.uk) which contains a wealth of current information and links to sites about the NHSS. Another useful website is www.scotland.gov.uk from which the document Records Management Code of Practice can be accessed at the time of writing. It would therefore be beneficial if candidates have access to the Internet.

Guidance on the delivery and assessment of this Unit

Outcome 1

Students should be familiar with the overall organisational structure of a typical NHSS General hospital but have specific knowledge of the organisational structure relating to the patient administration/medical records function. Delivery of this Outcome should include both but with specific emphasis on the patient administration/medical records function.

Assessment therefore should focus only on organisation of patient administration/medical records personnel. Whilst a guide of approximately 200-500 words is given for explanatory notes on roles and responsibilities, this figure is not mandatory. Lecturers/assessors should therefore use their discretion in deciding if the accompanying explanatory notes cover the topics adequately. It may be helpful if students are provided with a suitable 'blank' organisation chart which they can then complete by filling in the blank boxes and then providing notes as specified.

Higher National Unit specification: support notes (cont)

Unit title: Hospital Patient Administration

Outcome 2

For delivery of this Outcome, a period of field work and/or input from an appropriate guest speaker would be helpful as would inclusion of a flow diagram illustrating the patient administration process. It would also be useful if lecturers and/or students are able to obtain sample documentation from their local hospital.

Administration procedures covered in this Outcome should include:

- ◆ creation of patient record — contents, order of filing
- ◆ pre-registration procedures — allocation of hospital number
- ◆ master index
- ◆ filing and retrieval, storage and retention policy of medical records
- ◆ waiting lists
- ◆ out-patient appointments
- ◆ GP referrals
- ◆ out-patient clinics
- ◆ admission procedures — arranged, emergency, compulsory
- ◆ discharge procedures — normal, transfer, self-discharge, death
- ◆ diagnostic coding

Students should be encouraged to succinctly and concisely summarise the information they provide in respect of procedures relating to in/out-patient administration.

Outcome 3

Case studies must relate to current and emerging legislation and should take account of Scottish Executive circulars and guidance issued to staff — available on the NHS website — www.show.scot.nhs.uk — which also gives further information about Caldicott Guardians and their responsibilities. It may be possible to combine assessment for this Outcome with the assessment of Outcome 1 in the unit Legal Protection of NHSS Patient Data (DM6A 35) if the unit is completed as part of PDA Medical Administration.

Outcome 4

Whilst assessment of this Outcome will take the form of case studies, classroom delivery should contain discussion of issues of confidentiality, complaints procedures etc. Some role play may be helpful in this context. In addition, consideration should be given to the following topics:

- ◆ Age, gender, ethnicity, religion and cultural background of patients
- ◆ Patients' Rights and Responsibilities
- ◆ Complaints procedures

Higher National Unit specification: support notes (cont)

Unit title: Hospital Patient Administration

Opportunities for developing Core Skills

Throughout this Unit, students will have to identify, extract and summarise information, mainly from external sources and then present the information in a manner which is appropriate to the tasks specified. As a result there may be opportunities to gather evidence towards the following Core Skills components, *Written Communication (Reading)*, at SCQF level 6, *Written Communication (Writing)* at SCQF level 6 and *Critical Thinking* at SCQF level 6.

Open learning

All Outcomes are appropriate to Open and Flexible Learning approaches with tutor support. Delivering centres will, however, have to ensure authenticity and originality of submitted work.

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: Hospital Patient Administration

Patient administration within a hospital has to be of an extremely high quality and is very much an integral part of patient care. With this in mind, the emphasis of this Unit is very much on developing and enhancing knowledge of the procedures involved. This includes developing an awareness of the role of patient administration within the overall organisation of a typical NHSS hospital.

Outcome 1 will enable you to recognise the organisation of the patient administration function and personnel involved.

Outcome 2 will enable you to understand the administration processes and procedures involved in relation to both in-patients and out-patients.

Outcome 3 will encourage and develop your understanding of the legislation relating to medical/health records and the procedures in place within a hospital to ensure confidentiality of patient data.

Outcome 4 will enable you to show an awareness of the needs and expectations of patients and equip you with the knowledge and skills to deal with sensitive situations.