



## National Unit Specification: general information

**UNIT** Medical Reception and Records (SCQF level 5)

**CODE** F5AJ 11

### SUMMARY

This Unit is designed for those wishing to prepare for employment as a clerical officer, medical secretary or medical receptionist in general medical practice or hospital.

### OUTCOMES

- 1 Explain the role and composition of the health care team.
- 2 Undertake a range of reception duties associated with general medical practice.
- 3 Maintain hospital patient records, operate appointment, patient care and follow up systems.

### RECOMMENDED ENTRY

Entry is at the discretion of the Centre.

### CREDIT VALUE

1 credit at level 5 (6 SCQF credit points at SCQF level 5).

*\*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.*

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### Administrative Information

**Superclass:** PA

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## **National Unit Specification: general information (cont)**

**UNIT**      Medical Reception and Records (SCQF level 5)

### **CORE SKILLS**

There is no automatic certification of Core Skills in this Unit.

The Unit provides opportunities for candidates to develop aspects of the following Core Skills:

- ◆ Problem Solving (SCQF level 4)
- ◆ Communication, verbal (SCQF level 4)

These opportunities are highlighted in the Support Notes of this Unit Specification.

## **National Unit Specification: statement of standards**

### **UNIT        Medical Reception and Records (SCQF level 5)**

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

#### **OUTCOME 1**

Explain the role and composition of the health care team.

##### **Performance Criteria**

- (a) Explain the roles of staff within the primary care service.
- (b) Explain the roles of staff within the secondary care service.
- (c) Recognise the qualities and attitudes needed in patient care.
- (d) Understand rights and needs of patients.

#### **OUTCOME 2**

Undertake a range of reception duties associated with general medical practice.

##### **Performance Criteria**

- (a) Follow telephone procedures in accordance with practice protocols.
- (b) Operate appointment systems, rotas and home visits in accordance with practice protocols.
- (c) Deal with the registration of patients in accordance with practice protocols.
- (d) Carry out all duties taking account of patient care and confidentiality.

#### **OUTCOME 3**

Maintain hospital patient records, operate appointment, patient care and follow up systems.

##### **Performance Criteria**

- (a) Follow the procedures for dealing with out-patients according to hospital practice.
- (b) Follow the procedures for dealing with in-patients according to hospital practice.
- (c) Undertake pre-registration procedures for new patients.
- (d) Retrieve case notes according to hospital practice.
- (e) Follow health, safety and security procedures.
- (f) Carry out all duties taking account of patient care and confidentiality.

## **National Unit Specification: statement of standards (cont)**

### **UNIT        Medical Reception and Records (SCQF level 5)**

#### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Evidence is required to demonstrate that all Outcomes and Performance Criteria have been achieved.

To demonstrate satisfactory attainment of all Outcomes of this Unit, candidates must produce written responses to items that cover all Outcomes and Performance Criteria.

The assessments will be conducted under open-book, supervised conditions.

The Assessment Support Pack for this Unit illustrates the standard for assessments in this Unit. If a Centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

#### **Outcome 1**

- (a)            short answer questions on the members of the Primary Health Care Team
- (b)            short answer questions on the Secondary Health Care Team
- (c) and (d)   short answer questions to case studies

#### **Outcome 2**

- (a) short answer questions relating to video clips
- (b) appointments book/visiting list/emergency calls book

#### **Outcome 3**

- (a) deal with two referral letters, carrying out all the administrative tasks related to these from receipt of the referral letters to sending out clinic appointments

## **National Unit Specification: support notes**

### **UNIT      Medical Reception and Records (SCQF level 5)**

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**

##### **Outcome 1**

The range of primary care services: the main duties of the primary health care team, in particular of general practitioners, trainee general practitioners/registrars, practice managers, secretaries, receptionists, practice employed nurses, community nurses (midwife, district and psychiatric), specialist support staff and ancillary staff.

The range of secondary care services: the main duties of different members of hospital staff; medical; nursing administrative; specialist support and ancillary staff.

The special personal qualities and attitudes needed in patient care; the importance of the first impression created by the receptionist; the rights and needs of patients; complaints procedures; types of aberrant behaviour and possible ways of dealing with them.

##### **Outcome 2**

Telephone procedures; communication skills, emergency appointments, appointments, home visits, confidentiality.

Appointment systems: computer/manual; consulting sessions; doctors, nurses, clinics, home visit appointments, staff rotas.

The patient medical record; its role; rights of access; the Data Protection Act; temporary resident records; records of private patients; registration procedures for NHS patient; new; allocation scheme.

Health and safety legislation and application; handling of specimens; storage of drugs; prescription pads and medical instruments; security systems.

Prescriptions — Generating prescriptions, repeat prescriptions, data input including read codes.

##### **Outcome 3**

Out patient procedures: GP referrals, pre-registration; the master index; appointment systems; OP clinic, follow up.

In patient procedures: admissions, discharges, follow up, pro forma discharge letter.

Medical records: case notes, classification.

Health and safety legislation and application.

## National Unit Specification: support notes (cont)

### UNIT Medical Reception and Records (SCQF level 5)

#### GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Where possible, delivery should take place in a realistic simulated environment with access to files and computers.

Group discussions on problem solving is valuable and might include current trends in the provision of primary and secondary care.

Practical assignments should feature strongly. It would be appropriate for candidates to work in pairs and in groups.

Candidates should be introduced to the most up to date technology that has practical application in general medical practice and hospital administration.

#### OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

It is envisaged that candidates, by taking part in group discussions on problem solving, in the provision of primary and secondary care in learning Outcome 1, will be able to develop aspects of the Core Skills in *Problem Solving* and verbal *Communication*.

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

##### Outcome 1

- (a) short answer questions where students require to list four of the main duties of five members of the Primary Health Care Team
- (b) short answer questions where students require to list four of the main duties of five members of the Secondary Health Care Team
- (c) and (d) short answer questions to two case studies

##### Outcome 2

- (a) candidates will require to watch video clip and then answer questions related to the contents of this clip.
- (b) candidates to be given 10 situations and they then have to deal with these appropriately. These situations should incorporate: appointments, home visit, emergency call, patient wishing to speak to doctor, patient who is late for their appointment.

##### Outcome 3

Deal with two referral letters (one of which relates to a new patient) and carry out all the administrative tasks related to this from receipt of the referral letters to sending out clinic appointments. Candidates should have access to Master Patient Index, Appointments Sheets, Pro forma letters.

## **National Unit Specification: support notes (cont)**

**UNIT**      Medical Reception and Records (SCQF level 5)

### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

#### **Opportunities for the use of e-assessment**

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

#### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).