



National Unit specification: general information

Unit title: Medical Administration

Unit code: FF2E 10

Superclass: PA

Publication date: February

Source: Scottish Qualifications Authority

Version: 01

Summary

This Unit will help learners acquire the knowledge and skills necessary to undertake duties carried out by a receptionist in a general medical practice. It will help candidates acquire the knowledge and skills of dealing with patients and telephone calls. It will also equip them with some of the practical skills of using IT in a medical reception environment.

This Unit is suitable for anyone wishing to learn how to deal with patients and some of the IT skills required in a general medical practice.

This Unit is part of the NPA Administration: Medical Receptionist SCQF level 5 (GA4C 45) and is an optional Unit within the National Certificate: Administration SCQF level 5 (GPP9 45), however the Unit can be delivered as a stand-alone Unit.

Outcomes

- 1 Demonstrate knowledge of the procedures for receiving, directing and responding to patients.
- 2 Demonstrate knowledge of the procedures for processing incoming and outgoing telephone calls.
- 3 Make effective use of electronic office communication systems.
- 4 Make effective use of IT packages.
- 5 Accurately record, store and supply information.

Recommended entry

Entry is at the discretion of the centre.

National Unit specification: statement of standards

Unit title: Medical Administration

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

Demonstrate knowledge of the procedures for receiving, directing and responding to patients.

Performance Criteria

- (a) The procedures for greeting patients are accurately followed and in accordance with organisational requirements.
- (b) The procedures for receiving and directing patients are accurately followed and in accordance with organisational procedures.
- (c) The skills for effective communication with patients are accurately employed.

Outcome 2

Demonstrate knowledge of the procedures for processing incoming and outgoing telephone calls.

Performance Criteria

- (a) Procedures for receiving incoming telephone calls are accurately followed.
- (b) Procedures for taking messages are accurately followed.
- (c) The preparations for and the process of making outgoing calls are accurately followed.

Outcome 3

Make effective use of electronic office communication systems.

Performance Criteria

- (a) Prepare and record a voice-mail greeting for a given situation.
- (b) Prepare and leave a suitable voice-mail message for a given situation.
- (c) Use fax and e-mail appropriate to a general practice situation.

Outcome 4

Make effective use of IT packages.

Performance Criteria

- (a) Layout of document is as instructed.
- (b) Data presented is consistent and fit for purpose.
- (c) Data from word processing and database packages is integrated and presented as instructed.

National Unit specification: statement of standards (cont)

Unit title: Medical Administration

Outcome 5

Accurately record, store and supply information.

Performance Criteria

- (a) Accurately record and store information using existing manual/electronic systems.
- (b) Retrieve and supply information from existing manual/electronic systems.

Evidence Requirements for this Unit

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

Outcomes 1 and 2 will be assessed using observation checklists.

Outcomes 3, 4 and 5 will be assessed from hard copies produced by the candidate with regard to tasks undertaken.

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.

National Unit specification: support notes

Unit title: Medical 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 should be set in the context of a general practice and will introduce candidates to the skills required to work as a receptionist. Practical activities for this Unit should be carried out in a realistic simulated work environment. Key areas of knowledge and skills development are:

Outcome 1

- ◆ role of receptionist
- ◆ importance of friendly and efficient reception service
- ◆ importance of creating a positive image of the general practice
- ◆ importance and benefits of good customer service, impact of poor customer service, customer service strategies
- ◆ types of patients — with appointments, without appointments,
- ◆ identifying patients' needs and expectations — routine and non-routine enquiries
- ◆ effective communication skills, questioning and listening skills, non-verbal communication, barriers to communication
- ◆ dealing with difficult patients

Outcome 2

- ◆ importance of first impressions and creating positive image over telephone systems
- ◆ procedures for receiving telephone calls, both internal and external
- ◆ identifying the caller and his/her needs
- ◆ giving accurate and up-to-date information
- ◆ procedures for making telephone calls

Outcome 3

- ◆ preparation of material for transmission using the fax machine
- ◆ e-mail — receiving e-mail, composition of outgoing e-mails
- ◆ answering machine/voice-mail
- ◆ keeping answering machine/voice-mail announcements up-to-date
- ◆ leaving messages on voice-mail/answering machines

Outcome 4

- ◆ Preparing a letter for dispatch
- ◆ Querying a database for a given situation
- ◆ Using mail merge function to integrate data between database and word processing document

National Unit specification: support notes (cont)

Unit title: Medical Administration

Outcome 5

- ◆ Know procedures for filing (manual/electronic)
- ◆ Retrieving documents from an existing filing system (manual/electronic)
- ◆ Filing information into an existing filing system (manual/electronic)

Guidance on learning and teaching approaches for this Unit

The main approaches to learning and teaching should be practical and theoretical. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work and skills involved in working as a receptionist in a general medical practice.

Learning and teaching for each Outcome should incorporate both theory and practice with candidates taking on the role of receptionist. Role play activities and peer group observation could be used throughout to encourage students to reflect on performance and to promote team working. The working conditions where possible should reflect those found in the workplace and include the facilities, equipment and materials used in this environment.

Opportunities for developing Core Skills

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

- ◆ *Communication* at SCQF level 3
- ◆ *Working with Others* at SCQF level 3
- ◆ *Information and Communication Technology (ICT)* at SCQF level 3

Guidance on approaches to assessment for this Unit

This Unit is set in the context of a general medical practice and candidates are expected to develop a knowledge and understanding of administrative procedures and practices throughout their learning. Candidates are expected to have hands-on experience of key pieces of office equipment and thus develop a knowledge and understanding of their use and appropriate application.

As this Unit is designed to provide the candidate with practical experience and theoretical knowledge of the administrative systems and services central to the effective working of a general practice, it would be appropriate to use a simulated office as a tool for learning and the practical assessments.

Reference should be made to the Assessment Support Pack available for this Unit.

National Unit specification: support notes (cont)

Unit title: Medical Administration

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 Communication 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)*.

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

General information for candidates

This Unit will help you gain the knowledge and skills required by a receptionist in a general medical practice. It will help you gain the knowledge and skills of dealing with patients and telephone calls, as well as equipping you with some of the practical IT skills required.

In this Unit, you will cover:

- ◆ procedures for receiving, directing and responding to patients
- ◆ procedures for processing incoming and outgoing telephone calls
- ◆ use of electronic office communication systems
- ◆ use of IT packages
- ◆ recording, storing and supplying information

To achieve this Unit you must pass the required assessments which include practical assessments and the production of appropriate documents but your tutor/lecturer will explain these fully to you.

This Unit also includes automatic certification of the Core Skill Component:

- ◆ Providing/creating information at SCQF level 4.

History of changes to Unit

Version	Description of change	Date

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