

Course Name	Use basic medical terminology
Course code	BSBMED201A
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
Partial completion of one of these qualification	This course is taken from the Health Training package HLT07 and is in partial completion of <input checked="" type="checkbox"/> HLT30207 Certificate III in Non Emergency Medical Transport
Description of this unit against the qualification	For a full understanding of the qualification, please go to the link for further information http://www.allenstraining.com.au and click on the courses tab found on the top left hand side of the web page
Descriptor	This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate basic medical terminology.
What is covered in the course	<ol style="list-style-type: none"> 1. Respond appropriately to instructions which contain basic medical terminology 2. Carry out routine tasks 3. Use appropriate basic medical terminology in oral & written communication with patients, fellow workers & health professionals
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements
Pre-requisites	There are no pre-requisites or co-requisites for this competency unit
Course duration	12 hours
How will I be assessed	A written assessment plus project required to be awarded the unit competency as well as a workplace report or simulated workplace
Policy and procedures	A copy is available on our web site http://www.allenstraining.com.au/documents.aspx
Where is the Training Package found	This is attached and located on page 3 of this document

UNIT BSBMED201A Use basic medical terminology

Unit Description

This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate basic medical terminology.

This unit can be assessed alone or in combination with other units making up a job role.

This unit is from BSA97 Administration Training Package (enhanced).

ELEMENT

PERFORMANCE CRITERIA

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|---|---|
| 1. Respond appropriately to instructions which contain basic medical terminology | 1.1 Written and oral instructions using basic medical terminology are received, understood and documented |
| | 1.2 Checklists are used where appropriate |
| | 1.3 Abbreviations for commonly used medical terms and associated processes are understood |
| | 1.4 The policies and procedures of the medical practice are understood and adhered to |
| | 1.5 Clarification is sought where necessary |
| 2. Carry out routine tasks | 2.1 Basic medical terminology is used correctly in the completion of routine tasks |
| | 2.2 Assistance is sought from designated person as required |
| 3. Use appropriate basic medical terminology in oral and written communication with patients, fellow workers and health professionals | 3.1 Appropriate basic medical terminology is used as directed in oral communication with patients, fellow workers and health professionals |
| | 3.2 Appropriate basic medical terminology is used as directed in written communication with patients, fellow workers and health professionals |
| | 3.3 Basic medical terminology is spelt and pronounced correctly |
| | 3.4 <input type="checkbox"/> Advice is sought from designated person with regard to basic medical term/s and accompanying process/es |

RANGE OF VARIABLES

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Basic medical terminology may include:

- Knowledge of the fundamental word structure used in medical terms
- Basic systems of the body (eg. skeletal, respiratory, cardiovascular, lymphatic)
- Parts of the body
- Interrelated functions of the body, locations and diseases (eg. Functions of the skeletal system, locations of skeletal injuries, skeletal diseases)
- Common medical conditions
- Medical investigations and procedures
- Injuries
- Common abbreviations for medical and pharmacological terms (eg. BCG, HRT, IVP, TAB, ANTE, UNG)
- Commonly used medical equipment and instruments
- Departments/sections in a hospital
- Common medications
- Referrals
- Medico-legal terminology at basic level

Written and oral instructions may include:

- Notices
- Referrals
- OHS signs and instructions
- Diary entries
- Telephone calls
- Verbal instructions

Routine tasks may include:

- Entering patient details into computer system
- Filing patient notes
- Maintaining patient information
- Receiving and making telephone calls
- Word processing

RANGE OF VARIABLES

- Processing correspondence
- Preparing medical equipment
- Storing and maintaining security of drugs
- Receiving visitors and patients
- Providing basic information to patients
- Maintaining information to assist patients
- Maintaining reception area, waiting room, consultation room
- Ordering stock (eg. Stationery and medical supplies)
- Recording information
- Opening the rooms at start of session
- Closing rooms at end of session

Oral communication may include:

- Verbal instructions
- Confirming appointments
- Answering routine telephone patient inquiries
- Transferring calls
- Paging staff
- Interrupting doctor when necessary
- Determining the urgency of patient presentations by telephone or face to face

Written communication may include:

- Memoranda
- Letters
- Forms
- Routine correspondence
- Patient records
- Appointment diaries, cards
- Telephone messages
- Electronic messaging

Policies and procedures may include:

- Telephone protocol
- Correspondence format
- Office practice manual
- OHS
- Emergency procedures
- Security, confidentiality and privacy procedures

RANGE OF VARIABLES

- Recording information
- Cleanliness and hygiene
- Accessing and updating files
- Information specific to the enterprise
- Abiding by local, state and federal legislation
- Following instructions
- Confidentiality and privacy
- RACGP code of practice for the management of health information in general practice
- RACGP entry standards for general practices

Clarification may be sought from:

- Medical dictionary
- Office practice manual
- Relevant handbook
- Designated person

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical aspects of evidence

- Abbreviations for basic medical terms and associated processes are identified and used where appropriate
- Basic medical terminology is spelt and pronounced correctly
- Routine communication is carried out in a professional manner using appropriate communication strategies, including clear language
- Confidentiality, security and privacy of information is maintained
- Activities and actions are carried out within local, state and federal legislation
- Instructions are followed
- Activities are well organised, executed in a timely fashion and any documents prepared or obtained are filed appropriately
- All written communication is self-checked for spelling errors, grammatical mistakes and missing words

Resource implications

- The assessor must have access to appropriate documentation and resources normally found in the work environment and required to allow the job or task to be properly performed. These may include:
 - Appropriate legislation and regulations relevant to codes of conduct
 - Workplace manuals and reference materials such as a medical dictionary, procedural manuals and checklists
 - Appropriate technology such as computers with relevant software, tape recorder

EVIDENCE GUIDE

<i>Consistency in performance</i>	This unit of competency will require evidence to be collected across a range of events, dealing with different issues workplace matters, and over a period of time to ensure that situational variables are consistently achieved.
<i>Context of assessment</i>	<ul style="list-style-type: none">• Evidence of competency can be met in different situations, including:<ul style="list-style-type: none">– On the job assessment– Off the job assessment– Placement in an enterprise– Participation in a New Apprenticeship (traineeship) arrangement• Use of a Practice Firm or simulated work environment• Recognition of Prior Learning, Recognition of Current Competencies (in skill areas where there has been no significant change to work practice in recent times).
<i>Evidence gathering methods may include:</i>	<ul style="list-style-type: none">• Demonstration• Questioning• Workplace performance• Simulation• Role-play• Projects/assignments• Third party reports
<i>Underpinning knowledge*</i> <i>* At this level the learner must demonstrate knowledge by recall in a narrow range of areas.</i>	<ul style="list-style-type: none">• Office practice manual• Relevant state/federal legislation• Own and others' responsibilities• Appropriate forms and recording requirements• Appropriate external agencies

EVIDENCE GUIDE

Underpinning skills

- Literacy: interprets set procedures, policies, signs and instructions, uses correct spelling, grammar and punctuation
- Follows routine oral and written sequenced instructions
- Language: relays information, uses appropriate and correct medical terminology, uses correct pronunciation and sentence structures
- Communication: listens and questions to clarify terms and context
- Interpersonal: interacts with patients and others in an appropriate manner

