

Title	Demonstrate knowledge required in medical administration roles, and produce medical documents		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to: interpret medical terminology; describe the medical services and functions of health care providers within the health sector; describe requirements for medical administration services; and produce six medical documents.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Entry information

Explanatory notes

- 1 This unit standard is intended for people working, or intending to work, as administrators in general or specialist medical practice.
- 2 The credit value of this unit standard is based on a person having prior knowledge of knowledge and skills about word processing functions, such as those covered by Unit 111, *Use a word processor to produce documents for a business or organisation*. Those without knowledge and skills equivalent to those specified in this unit standard may have difficulty achieving unit standard 21866 within the time reflected by the credit value.
- 3 All activities associated with this unit standard must comply with the requirements of: Health and Safety in Employment Act 1992; Injury Prevention, Rehabilitation, and Compensation Act 2001; Copyright Act 1994; Human Rights Act 1993; Privacy Act 1993; Health Information Privacy Code 1994; and their subsequent amendments.
- 4 Definitions
General practice refers to primary health care providers, such as general practitioners, who work in the community.
Medical specialists refers to medical practitioners who have specialised and who practise in a particular field of medicine.
- 5 The Code of Health and Disability Services Consumers' Rights can be accessed from the website of the Health and Disability Commissioner at <http://www.hdc.org.nz/>.

- 6 Other related unit standards include: Unit 18180, *Produce text processed clinical documents*; Unit 21867, *Process medical records and related information using a computerised patient database*; and Unit 21868, *Demonstrate knowledge of hospital clinical administration support services*.
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Outcomes and evidence requirements

Outcome 1

Interpret medical terminology.

Evidence requirements

- 1.1 Formation of medical words is explained in relation to basic components of root words, prefixes, and suffixes.
- 1.2 Medical terminology, prescription and clinical abbreviations for general practice and specialist fields are interpreted in accordance with information provided and output required.
- 1.3 Medical terms and abbreviations are interpreted to identify medical conditions in accordance with information provided and output required.
- 1.4 Medical anatomical terminology is interpreted to identify a part of the human anatomy in accordance with information provided and output required.

Outcome 2

Describe the medical services and functions of health care providers within the health sector.

Evidence requirements

- 2.1 The services provided by public and private hospitals are described and contrasted in terms of the nature and purpose of their medical function within the health sector.
- 2.2 General practitioners and medical specialists are described and contrasted in terms of their medical function within the health sector.
- 2.3 The role of community health agencies in the provision of health care services is identified, and two examples are used to illustrate their function within the health sector.
- 2.4 The role of alternative/complementary health services in the provision of health care is identified, and two examples are used to define their function within the health sector.
- 2.5 The role of health insurance agencies in the provision of health care is identified, and an example of a medical insurance scheme is used to illustrate its function within the health sector.

Outcome 3

Describe requirements for medical administration services.

Evidence requirements

3.1 Professional requirements for medical administrators in given medical situations are described in relation to an organisation's policies and procedures.

Range requirements may include but are not limited to those related to – face-to-face communication with patients, telephone communication with patients, sensitivity to patients, cross-cultural awareness, non-judgmental action and reaction, accuracy in patient communication, parameters for giving advice, use of emergency first aid skills; evidence of four is required.

3.2 The ethical and legal requirements for provision of medical administration services are described in relation to patient and client rights.

Range requirements include but are not limited to those relating to – Code of Health and Disability Services Consumers' Rights, collection and disclosure of health information.

3.3 Services provided by medical administrators in general and/or specialist medical practice are identified.

Range evidence of four services is required.

3.4 Requirements for establishing, maintaining, and tracing medical records are described in accordance with an organisation's policies and procedures.

Range systems may include but are not limited to – archiving, security, manual, computerised.

Outcome 4

Produce six medical documents.

Range includes but is not limited to at least one of each of – reports, correspondence, other communications.

Evidence requirements

4.1 Documents are produced from handwritten, draft, and dictated material in accordance with organisational style requirements and medical administration procedures.

Range includes at least four from dictated material, and two from either handwritten or draft copy.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 September 2005	31 December 2012
Rollover and Revision	2	9 December 2010	31 December 2017
Rollover	3	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.