

Title	Demonstrate and apply knowledge to provide medical administration services		
Level	4	Credits	6

Purpose	<p>This unit standard is intended for people working, or intending to work, as administrators in general or specialist medical practice.</p> <p>People credited with this unit standard are able to: explain and interpret medical terminology; describe the medical services, functions and funding of health care providers within the health sector; and describe requirements for professional medical administration services and demonstrate interpersonal skills that suit the medical administration context.</p>
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Guidance Information

- 1 Recommended skills and knowledge for entry:
Unit 29769, *Use the main features and functions of a word processing application for a purpose*, or demonstrate equivalent knowledge, skills or experience.
- 2 All activities associated with this unit standard must comply with the requirements of:
Copyright Act 1994
Health and Safety at Work Act 2015
Health Information Privacy Code 1994
Human Rights Act 1993
Injury Prevention, Rehabilitation, and Compensation Act 2001
Privacy Act 1993
and their subsequent amendments.
Current legislation can be accessed at <http://legislation.govt.nz/>.
- 3 Reference sources for this unit standard include:
Code of Health and Disability Services Consumers' Rights (1996) (the Code) available from the website of the Health and Disability Commissioner at <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>;
Health Information Privacy Code (1994) available at <https://www.privacy.org.nz/the-privacy-act-and-codes/codes-of-practice/health-information-privacy-code-1994/>;
The Merck Manual of Diagnosis and Therapy, 20th edition, available at <https://www.merckmanuals.com/professional>, medical terminology websites, and search engines;

Medical dictionary based on English rather than American spelling conventions.

4 Definitions

Complementary and alternative medicine (CAM) is the term for medical services, products and practices that are not part of standard medical care. When used together with conventional medicine, it's considered complementary and when it is used instead of conventional medicine, it's considered alternative.

General Medical Services (GMS) refers to subsidies paid to general practitioners by the Ministry of Health to help reduce patient fees for children and subsidy card holders.

General practice refers to primary health care providers, such as general practitioners, who work in the community.

Medical specialists refer to medical practitioners who have specialised and who practise in a particular field of medicine.

Organisational policies and procedures relate to areas such as management and privacy of personal health information, access to and disclosure of health information, incidents, complaints, code of conduct, cultural safety and responsiveness, visitors, health and safety.

- 5 Other related unit standards include: Unit 18180, *Produce text processed specialist clinical documents from printed information and a recorded dictation source*; Unit 21867, *Process medical records and related information using a computerised patient database*; and Unit 21868, *Demonstrate and apply knowledge of hospital clinical administration support services*.

Outcomes and performance criteria

Outcome 1

Explain and interpret medical terminology.

Performance criteria

- 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, functions and funding of health care providers within the health sector.

Performance criteria

- 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 Funding sources for general practice and hospitals are described.
- Range includes but is not limited to – District Health Boards, Primary Health Organisations, Accident Compensation Corporation, General Medical Services (GMS) subsidies, private health insurance, patient.
- 2.4 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.
- 2.5 The role of complementary and alternative medicine (CAM) in the provision of health care is identified, and two examples are used to define their function within the health sector.

Outcome 3

Describe requirements for professional medical administration services and demonstrate interpersonal skills that suit the medical administration context.

Performance criteria

- 3.1 Professional requirements for medical administrators in given medical situations are described in relation to organisational policies and procedures.
- Range includes evidence of – face-to-face communication with patients, telephone communication with patients, accuracy in patient communication, confidentiality, parameters for giving advice.
- 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 Interpersonal skills are demonstrated in a professional manner that suits the medical administration context.

Range may include but is not limited to – communicating with a non-English-speaking patient, cross-cultural awareness and responsiveness, non-judgmental reaction, de-escalation of conflict, maintaining confidentiality; evidence of at least three contexts.

3.4 Services provided by medical administrators in general and/or specialist medical practice are described.

Range evidence of four services.

3.5 Requirements for establishing, maintaining, securing and tracing medical records are described in accordance with organisational policies and procedures.

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

Planned review date	31 December 2024
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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	31 December 2022
Review	4	27 February 2020	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>.

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.