Title	Demonstrate and apply knowledge of hospital clinical administration support services		
Level	4	Credits	10

Purpose	This unit standard is intended for people working, or intending to work, in administrative and clerical roles within a hospital setting. People credited with this unit standard are able to: demonstrate knowledge of hospital clinical support administrator services; describe organisational and ethical implications for the provision of clinical administration support services; apply interpersonal communication skills, and describe communication and personal management strategies, in a clinical administration support context; describe cultural sensitivity and safety in relation to clinical administration support services in a specific hospital setting; and describe clinical records management in a specific hospital setting.

Classification	Business Administration > Business Administration Services

Available grade	Achieved

Guidance Information

1   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 2020
and their subsequent amendments.
Current legislation can be accessed at http://legislation.govt.nz/.

2   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;
The various District Health Board cultural competence policies.

3   Definitions
Clinical support administrators refer to people in administrative and clerical roles within a hospital setting, such as emergency care clerk, ward clerk, clinical records clerk, booker (books pre-admission clinic appointments, and operations); appointment coordinator (books outpatient clinic appointments); medical word processor, medical secretary. This does not include clinical (medical) roles.
Cultural competence refers to the ability to understand, communicate with and effectively interact with people across cultures.
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.
Organisational requirements refer to the routine processes followed, consistent with relevant organisational policies and procedures, which can be documented or based on workplace good practice models.

4   Other related unit standards include: Unit 18180, *Produce text processed specialist clinical documents from printed information and a recorded dictation source;* Unit 21866, *Demonstrate and apply knowledge to provide medical administration services,* and Unit 21867, *Process medical records and related information using a computerised patient database.*

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of hospital clinical support administrator services.

Performance criteria

1.1   The roles of clinical support administrators are described in terms of responsibilities and tasks.

Range   evidence of at least two different clinical support administrator roles.

1.2   Administrative links for acute and non-acute patient admissions, and medical episodes, are outlined.

1.3   The professional groups working in a specific hospital setting who liaise with clinical support administrators are described in terms of their role.

Range   at least four professional groups for each of two different clinical support administration roles.

1.4 Hospital and medical terms and abbreviations are interpreted according to their use in a specific hospital.

Range terms relating to – clinical tests and procedures, hospital departmental abbreviations, whiteboard medical note abbreviations;
evidence of at least six of each.

Outcome 2

Describe organisational and ethical implications for the provision of clinical administration support services.

Performance criteria

2.1 Organisational policies and procedures are described in terms of their implications for the provision of services by clinical support administrators.

Range evidence of at least three.

2.2 Ethical and organisational requirements relating to patient and client rights are described in terms of their implications for provision of services by clinical support administrators.

Range includes but is not limited to – The Code of Health and Disability Services Consumers' Rights; privacy and disclosure of information policy.

Outcome 3

Apply interpersonal communication skills, and describe communication and personal management strategies, in a clinical administration support context.

Performance criteria

3.1 Interpersonal skills are applied with internal customers and external customers in accordance with organisational policies, procedures, and protocols, and in a manner that suits the situation.

Range listening skills, communicating with non-English-speaking patient or visitors.

3.2 Parameters for giving advice are described in accordance with organisational policies and procedures.

Range clinical, administrative.

3.3 At least two strategies for de-escalating conflict are described in relation to interactions with external customers.

3.4   Strategies are described in relation to managing stress.

        Range   at least two for each of – daily stress, on-going stress.

Outcome 4

Describe cultural sensitivity and safety in relation to clinical administration support services in a specific hospital setting.

Performance criteria

4.1   Acknowledging and responding to cultural difference are described in terms of their importance.

4.2   Culturally appropriate responses are identified for a given clinical support service situation.

        Range   culturally sensitive response, culturally safe response.

Outcome 5

Describe clinical records management in a specific hospital setting.

Performance criteria

5.1   The clinical records department is described in terms of its role in clinical records management.

5.2   Clinical records are described in terms of their purpose and users.

5.3   The access and storage systems for clinical records are described in terms of how they meet the organisation's information requirements.

        Range   may include but is not limited to – document management systems, patient information systems, clinical information systems, paper systems;
                  evidence of three systems.

Planned review date	31 December 2026

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
Rollover and Revision	5	29 August 2024	N/A

Consent and Moderation Requirements (CMR) reference	0113

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.