

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

Purpose	People credited with this unit standard are able to: demonstrate knowledge required by hospital clinical support administrators; 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.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Explanatory notes

- 1 This unit standard is intended for people working, or intending to work, in administrative and clerical roles within a hospital setting.
- 2 All activities associated with this unit standard must comply with the requirements of: Health and Safety in Employment Act 1992, Privacy Act 1993, Copyright Act 1994, Human Rights Act 1993, and their subsequent amendments. All activities must also comply with the Health Information Privacy Code 1994.
- 3 Definitions
Clinical support administrators refers to people in administrative and clerical roles within a hospital setting. This does not include clinical (medical) roles.
Booker refers to a person who books preadmission clinic appointments, and operations.
Appointment coordinator refers to a person who books outpatient clinic appointments.
- 4 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/>.
- 5 Other related unit standards include: Unit 18180, *Produce text processed clinical documents*; Unit 21866 *Demonstrate knowledge required in medical administration roles, and produce medical documents*; and Unit 21867, *Process medical records and related information using a computerised patient database*.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge required by hospital clinical support administrators.

Evidence requirements

- 1.1 The roles of clinical support administrators are described in terms of responsibilities and tasks.
- Range administrators may include but are not limited to – emergency care clerk, ward clerk, clinical records clerk, booker, appointment coordinator, medical word processor, medical secretary; evidence of at least two is required.
- 1.2 Administrative links for acute and non-acute patient admissions, and medical episodes, are identified.
- 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 is required.

Outcome 2

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

Evidence requirements

- 2.1 Organisational policies and procedures are described in terms of their implications for the provision of services by clinical support administrators.
- Range may include but is not limited to policies and procedures relating to – visitors, health and safety, complaints, incidents, code of conduct, cultural safety; evidence of at least three is required.

- 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.

Evidence requirements

- 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.

Evidence requirements

- 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.

Evidence requirements

- 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 is required.

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.