



Level 2 Certificate/Diploma in Medical Administration

4419-222

Administration Skills in a Medical Environment

Version: Sample assignment

This assignment contains assessor and candidate instructions.

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Assessor's instructions

Assignment number	4419-222
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Notes for guidance

This assignment comprises the assessment for the practical activities and underpinning knowledge requirements for Unit 3 Administration Skills in a Medical Environment.

The importance of safe working practices, the demands of the appropriate national and local Health and Safety legislation, associated regulations and Codes of Practice associated with the particular industry, must always be stressed. Candidates have responsibilities for maintaining the safety of others as well as their own. Anyone behaving in an unsafe fashion must be stopped and suitable warnings given. A candidate should never be allowed to continue working on an assignment if they have contravened these requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, each candidate must acquire the habits required for the workplace.

The following notes for guidance are provided to assist assessors/tutors in planning the delivery of this assignment to candidates.

1 Location of assignment

- 1.1 Any suitable location in the workplace or learning environment.
- 1.2 This assignment must be taken under controlled conditions to ensure the time allowance is adhered to however it is not an examination. There are no research activities required for this assignment.

2 Equipment/resources required for this assignment

- 2.1 No specific equipment or resources are required for this assignment although access to word processing and printer facilities would allow candidates to produce work more efficiently.

3 Evidence and recording

- 3.1 All work produced by the candidate should be kept together. The candidate is required to put their name, their City & Guilds registration number, task number and the date on all pieces of work, either handwritten or typed, however they will not be penalised for not doing so.
- 3.2 Candidates will need to be able to organise their information clearly and coherently with accurate spelling and grammar. Assessors are advised to use professional judgement when identifying errors, to determine whether work produced is fit for purpose.

4 Time considerations

- 4.1 This assignment should take no longer than **two** hours to complete, excluding research activities. You should make the candidate aware of your programme's time frame and deadlines for completion of this assignment.
- 4.2 A recommended period of seven days must have elapsed before an unsuccessful candidate can retake a task within this assignment. Further training/feedback should be given to candidates who are unsuccessful.
- 4.3 Should a candidate be unsuccessful in Section A then an alternative Section A from another assignment should be taken.
- 4.4 Should a candidate be unsuccessful in one task in Section B this task can be retaken but only a Pass awarded overall. Should a candidate be unsuccessful in more than one task, then a new assignment should be taken.

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5 Additional information

5.1 Answers given in the marking and grading criteria are indicative of the type of answers candidates should give. They are **not** definitive.

Outcomes

Section A: All learning outcomes are covered

Section B:

Task	Evidence	Outcome reference
1	Guidance notes on general administration tasks	6.1, 6.2
2	Examples of the different uses of a range of electronic systems	1.1, 2.4, 6.1, 6.4
3	Notes on how to plan own workload and teamwork	1.1, 1.2, 7.1

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Candidate's instructions

Assignment number	4419-222
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Section A

Answer all questions in this section – 25 marks

1. Identify **two** ways of avoiding wasting time within the office. (2 marks)
2. Name **one** reminder system. (1 mark)
3. Give **two** reasons why the medical administrator should keep accurate records. (2 marks)
4. State what the initials HISS stand for in computing terms. (1 mark)
5. Identify **two** checks that should be undertaken when a patient registers at a primary care practice. (2 marks)
6. State **two** sections of a hospital medical record. (2 marks)
7. Identify **two** types of General Practice appointment system. (2 marks)
8. State in full the meaning of the abbreviation TCI. (1 mark)
9. Identify **two** routes by which a patient can be treated in a NHS Trust Hospital. (2 marks)
10. Identify **two** checks which form part of the safe procedures for issuing repeat prescriptions. (2 marks)
11. State the **most** suitable postal service to use when sending a medical report which needs to arrive by 12.30pm the next day. (1 mark)
12. State **two** types of filing system. (2 marks)
13. Give **one** example of how to dispose of confidential documents which do not need to be retained. (1 mark)
14. Name **two** documents commonly found on a hospital intranet. (2 marks)
15. Describe what is meant by a team. (2 marks)

(Total 25 marks)

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Section B

Answer all tasks – 45 marks

1. You work in a busy Paediatric Department as a medical administrator. You are going on annual leave for two weeks and need to leave guidance notes for the temporary administrator who will be covering your work.

a) Describe **five** key checks/procedures the administrator should carry out when sending out-going mail. (5 marks)

b) Describe **five** procedures/checks the administrator should carry out when dealing with the incoming mail (5 marks)

c) Identify **five** key points that an administrator should follow when using a fax machine **in a medical environment** (incoming and outgoing). (5 marks)

(Total 15 marks)

2. Computers are vital to the work of medical administrators. Give examples of the different uses of the following electronic systems **in a medical environment**.

	What are they used for?	
Computerised Patient Administration Systems		5 marks
Electronic diaries		3 marks

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The internet		2 marks
Workplace intranet		3 marks
E-mail		2 marks

(Total 15 marks)

3. You have recently attended a training course on best practice in Individual Workload Planning and Team Work. Prepare brief notes under the following three headings to explain what you have learnt at the next team meeting:

- a) Managing own workload – plan, prioritise, time (6 marks)
- b) Types of reminders/planning aids (3 marks)
- c) Key features of an effective team (6 marks)

(Total 15 marks)

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Marking & grading criteria

(Not to be shown to candidates until grading is complete)

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Candidate name:	
Enrolment no:	
Signature:	
Date:	Pass / Merit / Distinction / Re-sit

Assessor name:	
Signature:	Date:

Internal Quality sampled by:	
Signature:	Date:

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Section A		
Q no		Marks
1	Identify two ways of avoiding wasting time within the office. eg <ul style="list-style-type: none"> • Avoid personal calls • gossiping etc 	2
2	Name one reminder system. <ul style="list-style-type: none"> • Bring forward system/ Tickler • EMIS diary 	1
3	Give two reasons why the medical administrator should keep accurate records. eg <ul style="list-style-type: none"> • accurate records will contribute to the efficiency of the practice • saves time and effort • enhance patient care 	2
4	State what the initials HISS stand for in computing terms. Hospital Information Support System	1
5	Identify two checks that should be undertaken when a patient registers at a primary care practice. eg <ul style="list-style-type: none"> • Patient is entitled to NHS treatment • Personal details • Lives within the practice area 	2
6	State two sections of a hospital medical record. eg <ul style="list-style-type: none"> • Identification • Medical • Nursing • Results • Correspondence 	2

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Section A		
7	Identify two types of General Practice appointment system. eg <ul style="list-style-type: none"> • Pre-booked • First Come First Served • Emergency • Book on the day 	2
8	State in full the meaning of the abbreviation TCI. <ul style="list-style-type: none"> • To come in 	1
9	Identify two routes by which a patient can be treated in an NHS Trust Hospital. eg <ul style="list-style-type: none"> • From a GP practice • via Accident and Emergency 	2
10	Identify two checks which form part of the safe procedures for issuing repeat prescriptions. eg <ul style="list-style-type: none"> • Patient's details (full name, dob, address) against medical records • Review dates • Spelling of medication • Correct dosage with medical records • Verify the patients details when handing out prescriptions • Identification of patient or relative 	2
11	State the most suitable postal service to use when sending a medical report which needs to arrive by 12.30pm the next day. <ul style="list-style-type: none"> • Special Delivery 	1
12	State two types of filing system. eg <ul style="list-style-type: none"> • Alphabetical • Numerical • Subject • chronological 	2

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Section A		
13	Give one example how to dispose confidential documents which do not need to be retained. eg <ul style="list-style-type: none"> • Shredder • Special Confidential waste bag 	1
14	Name two documents commonly found on a hospital intranet. eg <ul style="list-style-type: none"> • Trust policies • Health and safety documents • organisation structure 	2
15	Describe what is meant by a team. eg <ul style="list-style-type: none"> • group of people with complementary skills working together for a common goal 	2
Total		25
Pass = 13 marks		<hr/>

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Section B		Marks
Task		
1	Guidance notes produced:	
1a	<p>Described five key checks/procedures the administrator should carry out when sending out-going mail. Five clear and distinct checks: eg</p> <ul style="list-style-type: none"> • Ensure letters are ready/collected by required time • Check letters are signed • Check enclosures are attached • Fold into appropriate sized envelope/ name and address can be seen through window if window envelopes used • Ensure correct procedures followed for internal mail or mail for other NHS organisations (blue bag, hospital van) • Weigh envelope/stamp or frank with appropriate postage • Enter into Outgoing Post Book 	5
1b	<p>Described five procedures/checks the administrator should carry out when dealing with the incoming mail. Five clear and distinct checks eg:</p> <ul style="list-style-type: none"> • Sort mail into recipients • Open envelope • Follow procedures for mail marked personal/private/confidential etc • Date stamp and time stamp the envelope • Check enclosures are present • Clip/staple loose papers together • Enter any monies into remittance book • Enter into Incoming Mail book • Distribute to recipients 	5

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Section B		Marks		
	<ul style="list-style-type: none"> • Scan letters into computer • Follow procedures for suspicious parcel 			
1c	<p>Identified five key points that an administrator should follow when using a fax machine in a medical environment (incoming and outgoing).</p> <ul style="list-style-type: none"> • Safe haven fax machines in a medical environment are locked away with only limited staff able to access them • Faxes containing confidential information should only be sent to faxes if the sender has verified there is someone there to receive the fax • Always check the fax number you are sending details to • Check the number dialled in the viewer before sending the fax • If a memory dial facility is available, use this facility for frequently faxed numbers • If the fax is of a sensitive nature, confirmation that the fax has been received is required • Incoming faxes should be treated as confidential • Incoming faxes should be dealt with promptly • If a fax is inadvertently sent to an incorrect number it must be reported immediately to the Line Manager 	5		
2	Gave examples of the different uses of the following electronic systems in a medical environment .			
	<table border="0"> <tr> <td style="vertical-align: top;"> Computerised Patient Administration Systems </td> <td> <ul style="list-style-type: none"> • Patient's medical records • Registration • Appointments • Used for audit • Produces letters eg TCI • Filing of clinical letters • Pathology test results are stored • Producing the waiting list • Tracking medical records • To arrange Choose and book (day case surgery) • </td> </tr> </table>	Computerised Patient Administration Systems	<ul style="list-style-type: none"> • Patient's medical records • Registration • Appointments • Used for audit • Produces letters eg TCI • Filing of clinical letters • Pathology test results are stored • Producing the waiting list • Tracking medical records • To arrange Choose and book (day case surgery) • 	5
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Section B		Marks
Electronic diaries	<ul style="list-style-type: none"> • Can be used to record a “to do list” for the day • As a reminder of the telephone calls to be made • Clinics to be organized • Lectures to be given • Medical Reps to be seen • Meetings • Appraisals 	3
The internet	<ul style="list-style-type: none"> • Research information eg the meaning of medical terms, illnesses, new drugs, international articles, • Web mail • Gauge public opinion on high profile medical matters • Purchase medical, books, equipment • Best practice network groups • Could be set up to provide key information regularly 	2
Workplace intranet	<ul style="list-style-type: none"> • It enables employees to share information, collaborate and improve communication • Access policies or an example of a policy • Newsletters, links with local GP practices • Emergency protocols/procedures • Jobs/vacancies • In-house training courses 	3
E-mail	<ul style="list-style-type: none"> • Sending messages • Forwarding messages • Receiving messages • Sending attachments 	2

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Section B		Marks
3	Prepared brief notes under the following three headings:	
Managing own workload	<p>Plan: two examples eg</p> <ul style="list-style-type: none"> • Set deadlines / goals / target • Think ahead • Plan each day and make sure that you follow the plan <p>Prioritise: two examples eg</p> <ul style="list-style-type: none"> • Check what you have to do and in which order you should carry out your daily tasks before you start • Urgent and important • Important but not urgent • A routine task <p>Time: two examples eg</p> <ul style="list-style-type: none"> • Get up early, especially if you are a person who works better at the start the day • Use energy peaks, i.e. do any demanding work at the time when you know you can work best • Manage paperwork and keep your work area tidy and organised 	2 examples from each subheading = 6
Types of reminders/ planning aids	<p>Three examples plus expansion, eg</p> <ul style="list-style-type: none"> • Diaries • Schedules • Action Plans • To do lists • Checklists • Forms • Work planners • Bring forward systems 	3

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Section B		Marks
Key features of an effective team	Six clear and distinct features eg <ul style="list-style-type: none"> • Have a common purpose or goal which all members are committed to achieving • Take responsibility and accept credit for its actions as a team rather than individually with each member taking responsibility for the achievement of the goals of the team • Communicate effectively with each other, encourage new ideas and accept feedback from other team members • Have shared power, recognise that they depend on each other and there is mutual support between members • Learn to appreciate the diversity of knowledge that other team members have to offer so that everyone's input is valued and respected • Have a strong feeling of unity and commitment and a high level of team spirit with each member working co-operatively with others 	6
Total		45
Pass = 23 marks		<hr style="width: 100px; margin: 0 auto;"/>

Total Marks achieved _____ (Pass / Merit / Distinction)

Candidate name:

Enrolment no:

Assessor name:

Date:

Assessor signature:

Grading criteria

Candidates must pass Section A – 50% **and** Section B – 50%

Overall grade: Pass – 50% (36 marks)

Merit – 65% (46 marks)

Distinction - 75% (53 marks)

Sample