



Level 2 Technical Certificate in in Medical Administrative Support (6519-20-021)

Sample External Test

Duration: 1 hour and 15 minutes

General instructions

The maximum marks for each section within a question are shown

Answer all ten questions

Total number of marks for this paper: 60

The test specifications for the 2018 exams have changed.
The content sampled will vary from this paper.
See the latest qualification handbook for the updated test specification.

- 1) State **three** types of pathogens and for **one** of these describe the method of transmission of infectious diseases. (5 marks)

Test spec reference: Unit 222, Topic 1.4 (AO1)

Total marks: 5 marks

Answer:

- identification of types of pathogens (**one for type, up to three marks**):
 - viruses
 - bacteria
 - fungi
 - protoctista/protozoa
- description of one appropriate method of transmission for any of the above:
 - example of transmission method (**1 mark**)
 - droplet infection
 - direct contact
 - contaminated food and drink
 - broken skin
- description of any one of the above methods (**1 mark**)
 - droplet infection – airborne droplet of moisture that are inhaled by another person
 - direct contact - mutual touching of two individuals or organisms
 - contaminated food and drink – food and drink that has been tainted by microbes and toxic substances
 - broken skin – the epidermis is damaged and the skin is not joined together

2a) Explain how in the context of cervical cancer health promotion and vaccination in a healthcare setting complement each other. (2 marks)

2b) Explain the differences between health promotion and vaccination in relation to cervical cancer, and the long term impact on cost to NHS. (3 marks)

Test spec reference: Unit 222, Topic 1.2, 1.3 (AO2)

Total marks: 5 marks

Answer:

2a) Health promotion **raises awareness (1 mark)** of the symptoms and possible causes of cervical cancer which **increases (1 mark)** the number of women who will decide to get a vaccination.

2b) (**maximum of 2 marks, 1 mark for health promotion and one for vaccination**)

Health promotion is the process of enabling people to **increase control over (1 mark)**, and to improve, their health.

Health promotion is **risk reduction** - for example abstinence (**1 mark**)

Vaccination is the administration of antigenic material (a vaccine) to stimulate an individual's **immune system to develop adaptive immunity to a pathogen. (1 mark)**
Vaccination is to **stimulate the immune system against HPV. (1 mark)**

Long term impact on NHS **(up to a maximum of 1 mark):**

Short term increase in costs to run health promotion and vaccination programmes will result in **savings** in the long term **because there will be fewer patients requiring treatment for cervical cancer. (1 mark)**

3) Identify **two** sections of a pathology department and describe the work they carry out by the main sections of the

Test spec reference: Unit 222 ,Topic 2.1 (AO2)

Total marks: 4 marks

Answer:

Description of work carried out by the following sections:

- Microbiology **(1 mark):** tests clinical specimens such as urine, blood, tissues and swabs, for micro-organisms and other evidence of infection. **(1 mark)**
- Haematology **(1 mark):** diagnosis and monitoring of diseases of the blood and blood-forming organs. **(1 mark)**
- Biochemistry **(1 mark):** analysis of bodily fluids with the use of chemical tests for various components of blood and urine. **(1 mark)**
- Histopathology (histology/cytology) **(1 mark):** examination of a biopsy or surgical specimen by a pathologist, after the specimen has been processed and histological sections have been placed onto glass slides **(1 mark)**

4a) Explain the importance of good telephone technique in a medical environment.

(2 marks)

4b) Give examples of how the support medical administrator can promote a professional image when using the telephone.

(4 marks)

Test spec reference: Unit 221,Topic 1.2, 1.3 (AO2)

Total marks: 6 marks

Answer:

a) Good telephone technique is important because it: **(up to 2 marks)**

- gives a **good impression (1 mark)** of the department/organisation because it **shows knowledge of the subject and workplace (1 mark)** being dealt with and helps to instil confidence in the member of staff dealing with the call.

b) A support medical administrator can promote a professional image when using the telephone in a variety of ways as listed below: **(up to 4 marks)**

- giving a positive clear greeting with house style applied
- checking all personal details and facts carefully
- being careful not to give too much information at once
- taking care to explain specialist or medical terms

- by making use of the telephone alphabet when spelling words over the telephone
- making use of questions to gather information required (when, who, what, how and where)
- making sure to allow the caller to convey their message by pausing and enabling the caller to speak
- closing the call in a professional manner
- by conducting to call with a smile in their voice to convey warmth
- conducting the call in a calm manner
- using slower quieter speech
- making sure that they listen empathically to the caller
- gathering key facts when taking messages (date, time, caller's name and contact details, actions required, urgency, message taken by, message for)
- making sure to use answer phones correctly by leaving minimal details of name and number only to ensure confidentiality
- maintaining confidentiality when dealing with callers
- addressing the person by name to personalise the call where confidentiality permits

5a) Identify the forms used in primary care to register patients. (2 marks)

5b) Describe the process for registering a new patient in primary care. (6 marks)

**Test spec reference: Unit 221, Topic 2.1
(AO1, AO2)**

Total marks: 8 marks

Answer:

Forms: (up to 2 marks)

- GMS1
- GMS3

Process for registering eg: (up to 6 marks)

- Determine eligibility of patient to register – eg practice boundary, in the area for more than 3 months, entitled to NHS treatment, practice list open
- Check the patient has identification
- Give patient GMS1 form to complete
- Check for accuracy and get GP to sign to accept
- Determine whether patient needs urgent appointment
- Offer new patient health check appointment
- Give patient new patient health questionnaire for completion
- Give patient practice leaflet for information on services provided
- Input patient details onto practice computer system
- Process GMS1 form – ie send to NHS Business Services to track patient's previous medical records from patient's previous GP

6) Define teamwork and describe the benefits of an effective team working within a medical environment. (6 marks)

Test spec reference: Unit 221, Topic 3.1, 3.2, 3.3 (AO1)

Total marks: 6 marks

Answer:

- Definition: **(up to 2 marks)**
 - a group of people with complementary skills **(1 mark)**
 - working together towards a common goal **(1 mark)**
- Benefits of effective team working eg: **(up to 4 marks)**
 - With the same message within the team the patient cannot play one team member off against another **(1 mark)**
 - effective communication within the team results in the work being carried out efficiently and effectively, meeting deadlines **(1 mark)**
 - knowing team job roles enables messages to be passed to the appropriate person, so that patients are dealt with efficiently **(1 mark)**
 - respecting strengths and weaknesses results in team members being motivated to get the work done **(1 mark)**
 - with harmonious working environment there is less staff absenteeism, better productivity and strong sense of unity **(1 mark)**

7) Outline the purpose of a written contract of employment and identify the main items that should be included in the contract.

Test spec reference: Unit 223, Topic 2.1 (AO1)

Total marks: 5 marks

Answer:

- Purpose **(1 mark)**:
 - to ensure that both parties have a clear understanding of what it is expected during the term of employment.
- Items: **(1 mark for each correct answer to a maximum of 4)**
 - job title and description
 - date employment commenced
 - place of work
 - salary
 - hours of work
 - holidays
 - arrangements for unplanned absence from work
 - notice period

8) Identify and explain **two** areas of patient's rights which are outlined in the NHS Constitution.

Test spec reference: Unit 223, Topic 3.1 (AO2)

Total marks: 4 marks

Answer:

- Key areas: **(1 mark maximum for area identified, 1 mark for each explanation, up to a maximum of 4 marks)**

- Access to health services **(1 mark)** - The NHS provides a comprehensive service available to all. This applies irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status. The service is designed to diagnose, treat and improve both physical and mental health. **(1 mark)**
- Quality of care and environment **(1 mark)** – The NHS aims to provide high-quality care that is safe, effective and focused on patient experience in both physical and mental health related matters and to provide an environment that is safe and clean in which to care for patients. **(1 mark)**
- Respect, consent and confidentiality **(1 mark)** - Respect, dignity, compassion and care should be at the core of how patients and staff are treated. Consent should be gained prior to treatment in all cases and the confidentiality of patient information should be protected at all times. **(1 mark)**
- To be aware of the changing nationally approved treatments **(1 mark)**, drugs and programmes supported and promoted by the NHS to offer patients the most appropriate range of treatments. **(1 mark)**
- To offer patients an informed choice of their treatments **(1 mark)**, timings and options for treatment locations and choice of medical professionals who will support them **(1 mark)**
- How patients and members of the community can become involved in their own healthcare **(1 mark)** and how the NHS changes in response to both internal and external issues that impact on it **(1 mark)**
- How patients can complain **(1 mark)** and gain redress where satisfactory solutions have not been achieved. **(1 mark)**

- 9) Explain the difference between primary and secondary care in the NHS, and summarise the range of services provided by **any one** department in the secondary care sector.

Test spec reference: Unit 223, Topic 1.24(02)

Total marks: 5 marks

Answer:

Difference:

- Primary care – is the first point of contact to the NHS **(1 mark)**
- Secondary care – relates to hospital treatment often by specialist teams **(1 mark)**

Range of services from any one department: **(1 mark for name of department and up to two marks for the work carried out by the named department, maximum 3 marks in total)**

- Radiology **(1 mark)**: diagnoses and treats disease and injury through the use of medical imaging techniques **(1 mark)** which may include some or all of those given below **(1 mark)**:
 - x-rays
 - computed tomography (CT)
 - magnetic resonance imaging (MRI)
 - positron emission tomography (PET)
 - fusion imaging
 - ultrasound
- Oncology **(1 mark)**: manages a person's care and treatment **(1 mark)** once he or she is diagnosed with cancer **(1 mark)**
- Orthopaedics **(1 mark)**: deals with the treatment diseases and injuries relating to the musculoskeletal system **(1 mark)**, including bones, joints, ligaments, tendons, and muscles. **(1 mark)**
- Cardiology **(1 mark)**: deals with the treatments of diseases and abnormalities **(1 mark)** of the heart. **(1 mark)**
- Gastroenterology **(1 mark)**: deals with disorders and injuries **(1 mark)** that relate to the stomach and intestines. **(1 mark)**
- Accident and emergency **(1 mark)**: deals with walk-in patients and emergency admissions **(1 mark)** by referral from the GP and via ambulance admission. **(1 mark)**

10) Discuss why confidentiality is important within a medical environment.

How can the support administrator take a proactive role in upholding this requirement.

(12 marks)

Test spec reference: Unit 22, Topic 1.1, 1.2, 1.3, 2.2, 2.5 ; Unit 22, Topic 3.1; Unit 223, Topic 3.1, 3.3, 3.4 (A04)

Total marks: 12 marks

Answer:

- Data Protection Act
- Caldicott regulations
- FOI Act
- consequences of breaches/disclosures
- complaints
- medical ethics and etiquette (codes of conduct)
- patients' rights
- skills and qualities required as part of the role eg tact, diplomacy, discretion
- communicating with patients
 - maintaining confidentiality at reception, on the telephone (oral/verbal)
 - maintaining confidentiality eg patient records, incoming and outgoing mail(written)

Band 1 (1-4 marks)

Limited response with minimal awareness demonstrated of the importance of confidentiality in a medical environment, with simplistic discussion of the role of the support administrator in upholding this which is not developed to illustrate a proactive input.

To access the higher marks in the band, the response will include basic understanding of the importance of confidentiality, codes of conduct, relevant Acts and regulations, and a limited range of examples of the role of the support administrator in upholding this.

Band 2 (5-8 marks)

Detailed response with a more developed awareness demonstrated of medical ethics and etiquette, patients' rights, and the related Acts and regulations and how this can impact upon the proactive role of the support administrator.

To access the higher marks in the band, the response will include a clearer understanding of the importance of confidentiality – including relevant codes of conduct, relevant Acts and regulations, and a wider range of examples of the role of the support administrator in upholding this.

Band 3 (9-12 marks)

Thorough response with a fully developed awareness of medical ethics, etiquette, codes, Acts, guidelines and the skills and qualities needed by the proactive role of the support medical administrator, demonstrating sound understanding of the key concepts and issues relating to confidentiality in a medical environment.

Candidates will provide a credible, coherent and comprehensive discussion of the importance of medical ethics and etiquette, the codes, Acts and regulations, with specific examples of these, their role in upholding confidentiality, and the consequences of any breaches/ disclosures of confidential information.

To access the higher marks in the band, the response will include a more accurate discussion of the codes, Acts, patients' rights, including a wider range of detailed, clear and accurate examples of the role of the support administrator in upholding this.

No answer worthy of credit: 0 marks