



Level 3 Advanced Technical Diploma in Medical Administration (450) (6519-30-002)

Sample External Test

Duration: 2 hours 30 minutes

General instructions

The maximum marks for each section within a question are shown

Answer all 26 questions

Total number of marks for this paper: 100

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.

Unit	Q no	Marking criteria	Marks
301	1	<p>Outline two routes through which a patient's treatment journey may commence.</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Patient visits GP/walk in centre/out of hours • Patient visits A&E • Voluntary or compulsory (under Mental Health Act) 	2 marks
301	2	<p>a) Outline three steps of the procedure to be followed by a medical administrator before a patient is seen for the first time in an Out Patient Department.</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Receive new patient referral & date stamp • Enter new patient details onto PAS/check if previously registered & update • Generate new hospital number if required • Referral letter may be sent to consultant for validation & prioritisation • Enter referral data to comply with Referral to Treatment (RTT) • Book appointment/phone patient to book appointment • Generate appointment letter • Create patient identification labels • Despatch letter to patient with information leaflet/questionnaire as required <p>b) Outline two steps of the procedure involved in arranging a follow up appointment in a hospital</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Check time frame for appointment • Check which clinic venue • Establish nearest appointment time and book the patient in on PAS • Send/print the appropriate date and time for the patient <p>If patient present – this can be arranged directly with patient</p>	<p>3 marks</p> <p>2 marks</p>
301	3	<p>Describe two checks which must be carried out before a new patient can be registered with a GP</p> <p>Answer examples</p> <p>Check that -</p> <ul style="list-style-type: none"> • Practice is taking new patients • Patient lives within practice area or according to current legislation • Patient is entitled to NHS treatment (passport/UK Border documents) • Patient has brought identification documents in order to register 	2 marks

		<ul style="list-style-type: none"> • Patient has completed details on GMS1 – name, address, dob, name and address of previous GP • GMS1 is signed and legible • Check any other family members wish to register • Patient does not require emergency treatment • Appointment is offered for new patient assessment and/or questionnaire given for completion 	
301	4	<p>Give three types of teams operating within a healthcare setting</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Primary Health Care Team (PHCT) • Multidisciplinary team (MDT) • Temporary teams/task forces 	3 marks
301	5	<p>Explain three benefits of team work to the patient</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Communication is improved so patient is better informed • Sharing of knowledge and skills provides for an improved service • Patient receives same message so any confusion is avoided 	3 marks
301	6	<p>Briefly describe two different sources of information used by a medical administrator</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Medical dictionary – so that administrator can check meanings, spellings • Medical secretaries handbook – to check procedures, gain tips, refer to different systems, guidance • BNF/MIMS (in full) – to check drug spellings, dosages, contraindications, prices, generic/proprietary • Internet – provides a wide range of reference/information on-line, booking travel for consultant, ordering stationery, medical equipment, referring to NHS sites for patient information – leaflets, guidance on diseases, etc • Intranet – for referring to procedures/protocols, checking medical personnel, internal telephone/email contacts, sending emails, staff notice board, training, etc 	2 marks
301	7	<p>Describe two functions of the computerised Patient Administration System (PAS)</p> <p>Answer examples</p> <ul style="list-style-type: none"> • Registering patients • Booking out-patient appointments • Printing TCI letters, leaflets, patient labels • Tracking medical records • Admitting & discharging patients • Monitoring bed availability (bed states) • Provides information for audit & statistical purposes • Electronic filing system 	2 marks
301	8	<p>Briefly describe two duties of the meetings secretary before a meeting</p> <p>Answer examples</p>	2 marks

		<ul style="list-style-type: none"> • Agree a meeting date • Book meeting room • Prepare signage/maps for attendees • Notify reception • Send out agenda and request items from attendees to input • Collate apologies • Liaise with chair • Arrange refreshments – dietary needs • Ensure meeting room has adequate facilities – tables, chairs, equipment • Ensure access is suitable for any disabled attendees, loop system, car park passes • Send out documentation – minutes from last meeting, agenda, plus any supporting documentation and/or information • Meetings expense claim forms where appropriate for external delegates • Check no fire drill or other possible problems likely to arise during meeting 	
301	9	<p>Define the following business meeting terms</p> <p>a) AOB</p> <p>b) Quorum.</p> <p>Answer</p> <p>a) Any other business – where members have an opportunity to raise other matters for discussion.</p> <p>b) Quorum - the minimum number of members who must be present at a meeting</p>	2 marks
302	10	<p>a. Outline two reasons why preventive medicine is important in promoting good health throughout the population.</p> <p>b. Describe two methods by which the medical administration can promote preventive medicine in their workplace.</p> <p>Answer examples</p> <p>a.</p> <ul style="list-style-type: none"> • It keeps the population informed about ways in which they can keep themselves health • helps to prevent disease • saves the cost of treatment • early diagnosis may mean treatment is more successful and less costly <p>b.</p> <ul style="list-style-type: none"> • Procurement and display of suitable leaflets and posters • Tagging medical records/electronic pop-ups so that opportunistic advice can be given by a clinical 	<p>2 marks</p> <p>4 marks</p>

		<ul style="list-style-type: none"> Organising health awareness events 	
302	11	<p>Describe two sources of advice which a medical administrator might refer to concerning child health and state a reason for each.</p> <p>Answer examples</p> <ul style="list-style-type: none"> Refer the enquirer to a clinician who is trained to offer clinical advice. The administrator is not trained clinically and should therefore not ever offer unqualified personal advice to patients. Refer the enquirer to leaflets and poster offering advice the patients. The leaflets and poster available must be from an approved source within the practice to ensure they are accurate and appropriate. An approved source would be GP/Consultant/Practice Nurse. 	4 marks
302	12	<p>Describe three ways in which pathogenic micro organisms may enter the human body.</p> <p>Answer examples</p> <ul style="list-style-type: none"> inhalation ingestion inoculation body fluids via the placenta 	3 marks
302	13	<p>Identify one procedure that should be observed when disposing of sharps in a medical environment, and explain why this is important.</p> <p>Answer examples</p> <ul style="list-style-type: none"> Needles to be placed unsheathed into yellow sharps box sharps box to be kept away from the public sharps box to only be filled to two thirds of the total box capacity. 	2 marks
302	14	<p>Identify three key job roles in the pathology department and explain the main responsibilities of each of these job roles.</p> <p>Answer examples</p> <ul style="list-style-type: none"> Pathologist – reports in findings of tests Haematologist – the consultant who is in charge of the investigation and treatment of those with abnormal conditions of the blood Scientific Officer – in charge of preparing samples, carrying out tests and reading the results Laboratory Technician – sets out equipment, may set up some tests, cleans and 	6 marks

		safely disposes of equipment after use.	
302	15	<p>Explain two ways in which staff and public are protected from the harmful effects of radiation.</p> <p>Answer examples</p> <ul style="list-style-type: none"> • signs and notices warn the public about the danger of an area • staff wear counters to monitor the amount of radiation they receive • staff and patients wear lead aprons • standing behind protective screens • red lights warn people not to enter the room whilst x-rays are being taken. 	4 marks
302	16	<p>a) Explain the difference between medical ethics and medical etiquette.</p> <p>b) Identify one example of medical ethics and one example of medical etiquette.</p> <p>Answers</p> <p>Medical ethics is the moral code of conduct of healthcare professionals whereas Medical etiquette relates to the social code of conduct.</p> <p>Examples of Medical Ethics</p> <ul style="list-style-type: none"> • treating people equally without any form of prejudice • maintaining patient confidentiality • not criticising doctors or colleagues <p>Examples of Medical etiquette</p> <ul style="list-style-type: none"> • addressing colleagues correctly eg Mr/Mrs.Miss etc for those qualified to FRCGS • a consultant not see a patient unless the patient has been referred to that consultant by their GP. 	2 marks 2 marks
302	17	<p>Explain two roles and responsibilities of a hospital pharmacist.</p> <p>Answer examples</p> <ul style="list-style-type: none"> • a hospital pharmacist dispenses limited supplies of drugs to patients in hospital • dispenses limited supplies of drugs to patients on their discharge from hospital • gives advice to clinicians regarding drug dosages and contra-indications 	4 marks
302	18	<p>Name two publications which give information regarding drugs and medical dressings licenses for use in the UK.</p> <p>Answer examples</p> <ul style="list-style-type: none"> • MIMS (Monthly Index of Medical Specialities) • BNF (British National Formulary) 	2 marks

		<ul style="list-style-type: none"> BP (British Pharmacopoeia) 	
304	19	<p>a) Briefly describe the purpose of primary care. b) Give two examples of primary care services.</p> <p>Answer examples</p> <p>a)</p> <ul style="list-style-type: none"> The first point of contact for patients Frontline service Offers community based care Delivered by a wide range of independent contractors Accessible healthcare Referral to secondary care Diagnosis and treatment Prescription service Linked with NHS England NHS England purchases primary healthcare for the community <p>b)</p> <ul style="list-style-type: none"> General Practitioner Pharmacies Dentists Opticians NHS Walk in Centres NHS 111 	<p>2 marks 2 marks</p>
304	20	<p>Name and describe the role of the health professional in primary care that deals with mental health patients in the community.</p> <p>Answer:</p> <ul style="list-style-type: none"> Community Psychiatric Nurse <p>Suitable Roles:</p> <ul style="list-style-type: none"> Monitor mental health patients living in the community Arrange to visit them at home and in psychiatric units, clinics or day centres Counselling Support for independent living Administer and manage drugs and prescriptions Liaise with other health professionals such as GP, psychologists, psychiatrists, social workers and other key health workers. Group support work Provide care plans Support the families 	4 marks
304	21	<p>a) Explain the meaning of medical negligence. b) Give two examples of medical negligence.</p>	<p>2 marks 2 marks</p>

		<p>Answer</p> <p>a) Medical negligence is defined by four key points;</p> <ol style="list-style-type: none"> 1. <i>The person has a legal duty of care to the patient</i> 2. <i>That legal duty of care was breached</i> 3. <i>The breach was foreseeable</i> 4. <i>Harm was caused to the patient.</i> <p>b)</p> <ul style="list-style-type: none"> • Operating without consent • Causing harm through treatment that was not explained • Breaching confidentiality • Inaccuracy • Time delays in treatment etc • Misdiagnosis • Inappropriate treatment • Poor quality of care • Incorrect surgery (wrong side, wrong organ, wrong procedure etc) • Physical and mental harm 	
304	22	<p>Discuss the concept of 'consent' in relation to medical administration.</p> <p>Suitable Answers: These answers are not exhaustive and other answers may also be appropriate</p> <ol style="list-style-type: none"> 1. Implied - Implied consent is when the patient attends a certain clinic or department for minor surgery or outpatient procedures whereby the fact that they attended implies they consent to that treatment. 2. Express – Express consent is written consent for diagnostic procedures whereby anaesthesia or sedation are used. 3. Informed – Informed consent is when the patient is to have a surgical procedure whereby they will need to be informed of the risks and benefits of the procedure, explained fully what the procedure is and what additional procedures may be necessary whilst the initial procedure takes place, they must sign the consent form and date it. A consent form must never be amended after signing and any changes must be discussed with the patient and a new form completed. 	9 Marks
304	23	<p>Explain the responsibilities of the employee in regard to health and safety in the workplace.</p> <p>Answer examples</p> <p><i>The employee should ensure they:</i></p> <ul style="list-style-type: none"> • Attend regular mandatory training to include, fire, manual handling, conflict resolution, safeguarding, information governance, • Keep their work area clean and tidy 	4 Marks

		<ul style="list-style-type: none"> • No loose cables • Do not block fire exits • Do not use fire equipment unless trained • Do not attempt a job they are not trained for • Keep work area ergonomically set • Use equipment correctly • Report any accidents • Report any damaged equipment • Report any incidents under RIDDOR, HASAWA or COSHH • Take regular breaks • Comply with Working Time Directives if applied 	
304	24	<p>Define the meaning of CPD and its purpose.</p> <p>Answers should define briefly what CPD means or stands for (1 mark):</p> <ul style="list-style-type: none"> • CPD is Continuing Professional Development • CPD is where the employee can develop their skills and knowledge. • CPD is a compulsory part of the Professional Development Review (PDR) • it shows employees are maintaining and enhancing their skills within the workplace • it gives a reference point for updating CV • it helps to identify current and future training needs • it improves future employability <p>Answers should include two of the following purposes (2 marks):</p> <ul style="list-style-type: none"> • tracking and documenting skills, knowledge and experience • record what you experience or learn and then apply. (on the job experience) • some organisations use as a training or development plan, but essentially it is a process of recording and reflecting on learning and development. • enables managing own development on an ongoing basis. • it helps you to record, review and reflect on what you learn. • helps to identify training needs. • helps to identify future goals or aspirations. • provides evidence of the employee doing the job they are expected to do. • enables job matching against the KSF (Knowledge and Skills Framework) 	3 Marks
304	25	<p>Explain two ways the Medical Administrator can abide by confidentiality regulations when dealing with computerised records.</p> <p>Answers examples</p>	4 Marks

		<ul style="list-style-type: none"> • turn computer screen away from others view • log off when not using the computer • lock the computer when leaving it for short periods of time • do not share passwords • do not leave password written down • change passwords regularly • any external data storage must be encrypted • do not keep information for longer than necessary • turn off your computer at the end of the day (unless it is required to be left on for backup etc) • do not leave printed documents from your computer unattended. • do not send personal identifiable information via e-mail unless it is password protected. • passwords should be sent separately • any information should be viewed/shared on a need to know basis • comply with the DPA, Caldicott and Information Governance. 	
304	26	<p>Discuss how the current NHS complaints procedure works</p> <p>Answers should follow a similar order but may vary in description. (Key words that should be included are in bold)</p> <p>The first stage is known as Local resolution. 2 marks per each stage description:</p> <ol style="list-style-type: none"> 1. Firstly the complaint should be raised with either the Matron, manager, person in charge, practice manger, complaints manager, nurse or doctor concerned. 2. The complaint can be verbal or in writing. 3. The complaint must be acknowledged within 3 working days 4. The complaint will be investigated 5. A reply must be sent with the outcome of the investigation within 25 days. 	10 Marks
		Total	100 marks