

Training suitability

This qualification is suitable for those commencing work in an administration role in a private medical practice or hospital setting. It provides a thorough introduction to the role of a receptionist in a healthcare practice and gives a detailed understanding of responsibilities while developing the skills and knowledge required for daily work. It can be used as an aid to induction for new staff and is available as a traineeship in some states

Study period and workload

The estimated time to complete the course is 6-8 hours per week over a 12 month study period comprising on-the-job learning, workplace practice, self-directed study and assessment preparation. This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Skill outcomes

On successful completion of this course, students will have the skills to:

- organise workplace information and maintain business resources
- exercise initiative in a practice environment, and support innovation and change
- organise personal work priorities and development
- contribute to personal skill development and learning
- contribute to effective workplace relations
- maintain workplace safety
- deliver and monitor a service to customers
- write, design and create business documents and presentations

Delivery

- Individual students (online)
- Customised programs for corporate groups
- Traineeships and other funded programs

Duration 12 months

Entry requirements

No special requirements

Assessment

A combination of knowledge questions, work-related tasks and evidence portfolio, or RPL

Learning Pathways

Available to higher awards

For extras, funding opportunities,
and further details, please refer to our website
at www.unep.edu.au

Competencies

Students must complete two core and 11 elective units of competency.

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| • Organise personal work priorities and development (BSBWOR301) | • Maintain patient records (BSBMED303) | • Interpret and apply medical terminology appropriately (BSBMED301) |
| • Organise schedules (BSBADM307) | • Assist in controlling stocks and supplies (BSBMED304) | • Write simple documents (BSBWRT301) |
| • Develop keyboarding speed and accuracy (BSBITU307) (Core) | • Apply the principles of confidentiality, privacy and security within the medical environment (BSBMED305) | • Design and produce business documents (BSBITU306) |
| • Contribute to health & safety of self and others (BSBWHS201) (Core) | • Deliver and monitor a service to customers (BSBCUS301) | • Create electronic presentations (BSBITU302) |
| • Prepare and process medical accounts (BSBMED302) | | |

Module descriptions

Module 1: Medical accounts

- Organise personal work priorities and development (BSBMED302)

Develop the skills and knowledge to provide advice to patients regarding fee structures, process referrals, and prepare and process medical accounts for a range of patients. There is an introduction to the electronic environment for front desk billing system software - how to process accounts and issue receipts, how to claim payments from government bodies such as Medicare.

Module 2: Patient records

- Maintain patient records (BSBMED303)

The focus is on the importance of good records, both to the practice and the patient. It includes record security, maintenance and confidentiality.

Module 3: Stock control

- Assist in controlling stocks and supplies (BSBMED304)

Learn the skills and knowledge to provide assistance in stock control processes within a medical environment. Assist in maintaining stock levels, stock taking and disposal of out-of-date stock and recalls.

Module 4: Document writing

- Write simple documents (BSBWRT301)

This module will show you how to plan, draft and finalise a basic document.

Module 5: Business documents

- Design and produce business documents (BSBITU306)

Use your fundamental skills in computer operations and keyboarding to design and produce various business documents. This may include selecting and using a range of functions in a variety of computer applications.

Module 6: Electronic presentations

- Create electronic presentations (BSBITU302)

On successful completion of this unit, you will have the knowledge and skills required to design and produce electronic presentations for speakers.

Module 7: Work priorities and scheduling

- Organise personal work priorities and development (BSBWOR301)
- Organise schedules (BSBADM307)

Looking at organisation within the practice, this module covers the use of filing and appointment systems. It also addresses how to deal with patients and practitioners with regard to organising appointments and schedules.

Module 8: Working in the practice environment

- Develop keyboarding speed and accuracy (BSBITU307)
- Contribute to health and safety of self and others (BSBWHS201)

Acquire the skills and knowledge needed to develop keyboarding skills with speed and accuracy using touch typing techniques. Participate in work health and safety (WHS) processes to protect your own health and safety and that of others. Specifically, you should be able to work safely, implement workplace safety requirements, participate in WHS consultations and follow safety procedures.

Module 9: An awareness of medico-legal issues

- Apply the principles of confidentiality, privacy and security within the medical environment (BSBMED305)

Ensures the awareness of legal and ethical responsibilities with regard to the administrative role, including professional confidentiality, patient complaints and drugs of addiction.

Module 10: Communication and the practice

- Deliver and monitor a service to customers (BSBCUS301)
- Interpret and apply medical terminology appropriately (BSBMED301)

Looks at communication with patients, practitioners and others within the practice environment. This covers verbal, written and electronic communications, and also addresses correct telephone techniques and managing caller behaviour. On completion of this unit you should be able to respond appropriately to instructions which contain medical terminology and use appropriate medical terminology in oral and written communication.