

## Overview

This qualification provides students with the suitable skills and abilities to become formally trained Medical Assistants. Medical Assistants work under either the direct or indirect supervision of a medical practitioner and carry out a range of delegated tasks that include front desk administrative work and the performance of instructed treatment room care.

Medical Assistants are highly valued multi-skilled team members of the Medical Practice, formally trained to perform a wide range of admin tasks and front desk duties as well as assisting with a wide range of treatment room procedures.

## Skill outcomes

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

- assist in the performance of delegated tasks within the clinic
- contribute to the efficient running of both front and back of house, including the preparation, processing and maintenance of patient records
- support health professionals with patient care
- help to create a safe and efficient work environment within the practice
- join in the facilitation of co-ordinated patient care

## Study period and workload

The course is delivered in four study terms over 15-18 months with face to face training in each term. Attendance is compulsory and forms part of the assessment requirements.

The estimated time to complete this course is an average of 8 hours per week over a 15-18 month study period comprising on-the-job learning, workplace practice, face to face workshops, self-directed study and assessment preparation.

This estimate is based on AQF guidelines and will vary according to student experience and current practice.

## Delivery

- Groups or individuals (minimum course numbers apply)
- Customised programs for corporate groups
- Traineeships and other funded programs

**Duration** 15-18 months

## Entry Requirements

Applicants must be working in a reception or administration role in a general practice or other ambulatory health care setting or have access to an appropriate workplace environment within the health care sector, and

- have a suitable level of workplace support\*
- commit to attending face to face training sessions amounting to approximately 2-3 days per term.

\* Each student must provide a nominated workplace clinical supervisor (doctor or Registered Nurse) and an administration supervisor (Practice Manager or immediate supervisor) who have committed to assist the student to achieve their learning objectives and supervise the student's progress in the workplace.

## Assessment

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

## Learning Pathways

Available to higher awards in the Health Training Package

For extras, funding opportunities, and further details, please refer to our website at [www.unep.edu.au](http://www.unep.edu.au)

Students are required to complete 23 units

## **BSBMED301 Interpret and apply medical terminology appropriately**

Upon completion of this unit, the student will be able to understand instructions, carry out everyday tasks and communicate with a variety of clients found in the medical workplace.

## **BSBMED302 Prepare and process medical accounts**

Students who complete this unit will be able to provide advice to patients about fee structures and process referrals as well as prepare and then process medical accounts for a variety of patient types.

## **BSBMED303 Maintain patient records**

Students who undertake this competency will find that upon its completion they will be able to maintain patient records using medical records management systems under the leadership of a senior member of staff.

## **HLTAAP002 Confirm physical health status**

Competency HLTAAP002 equips students with the knowledge needed to obtain and interpret health information from clients and to check their physical health.

## **HLTAID008 Manage first aid services and resources**

Establishing, maintaining and facilitating the provision of effective first aid in the workplace are the key lessons learnt in this Unit of Competency.

## **HLTAID003 Provide first aid**

HLTAID003, Provide First Aid, rewards students with the knowledge and ability to provide first aid in response to a casualty in a variety of different situations.

## **CHCCOM005 Communicate and work in health or community services**

Within a medical practice it is critical to be able to communicate with patients, clients, colleagues, management and other industry members. This Unit of Competency provides underpinning knowledge critical in effective communication within the health and community services.

## **CHCDIV001 Work with diverse people**

In a multicultural society it is of critical importance to be able to work well with people from diverse social and cultural groups and situations. Skills and knowledge to respectfully work with others are provided in this UoC.

## **CHCLEG001 Work legally and ethically**

CHCLEG001 delivers the knowledge and abilities to allow students who complete this unit to work well within the legal and ethical frameworks applicable to their role.

## **HLTINF001 Comply with infection prevention and control policies and procedures**

This unit passes on knowledge and skills critical in the following of organisational infection prevention and control, such as the responding to infection risks.

## **HLTINF002 Process reusable medical devices and equipment**

Cleaning, sterilising and packaging reusable medical devices and equipment is the focal point of this Unit of Competency. It's intended for health settings such as Dentists or GP Surgeries.

## **HLTHPS002 Support health professional in the delivery of care**

This unit endows enrolled students with the underpinning knowledge to complete preparations, assist and follow up in the support of health professionals as they deliver care to clients.

## **HLTHPS005 Handle medical specimens**

The handling of medical specimens, including the organisation of off-site testing and the performance of some on-site tests is a key facet of this unit.

## **HLTHPS003 Maintain medication stock**

Maintain Medication Stocks gives students the information and ability required to order, store and finally monitor stocks of medication while completing associated regulatory required documentation.

## **HLTCAR001 Perform electrocardiography**

This unit gives students the knowledge and skills to prepare and conduct electrocardiography (ECG) procedures, including producing traces for diagnostic purposes.

## **BSBINM401 Implement workplace information system**

This unit teaches implementing and reviewing a workplace information system, including the identification, acquisition and analysis of information that plays a part in an organisation's ongoing success and effectiveness.

## **HLTWH5003 Maintain work health and safety**

Maintain work health and safety teaches the implementation and monitoring of WHS policies, procedures and work practices within the confines of a small team.

## **BSBADM307 Organise schedules**

This unit equips students with the knowledge required to manage appointments and diaries for personnel within an organisation. The use of manual and electronic diaries, schedules and other appointment systems is covered.

## **HLTHPS001 Take Clinical Measurements**

Learning the skills and knowledge that supports the preparation for, obtaining and recording of simple clinical measurements is the focus of HLTHPS001.

## **HLTAID006 Provide advanced first aid**

Providing advanced first aid response and the management of the incident and other first aiders is a key focus of this unit.

## **BSBFLM309 Support continuous improvement systems and processes**

This unit is focussed on delivering the skills and knowledge to support an organisation's continuous improvement systems and processes. It encourages students to actively encourage team participation, monitoring and reporting on specified outcomes and supporting opportunities for further improvement.

## **CHCCCS020 Respond effectively to behaviours of concern**

The effective handling of concerning behaviour and the equipping of skills that allow a student to handle difficult incidents are key to this unit of competency.

## **HLTADM003 Facilitate a coordinated approach to client care**

This unit teaches enrolees the skills and knowledges intrinsic to the providing of instructions and information to clients. Client follow-up and liaising with service providers to support coordinated care are also key to the unit's teachings.