A Day at the Desk

Resources to support competencies in:
BSB20101 Certificate II in Business
BSB30101 Certificate III in Business
BSB30201 Certificate III in Business Administration
Learner’s Guide

A Day at the Desk

Resources to support competencies in:
BSB20101 Certificate II in Business
BSB30101 Certificate III in Business
BSB30201 Certificate III in Business Administration

BSBCMN201A
BSBMED201A
BSBMED202A
BSBMED301A
BSBMED302A
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Welcome to *A Day at the Desk.*

The course aims to give you some of the skills you need to work efficiently and effectively as a receptionist, secretary or medical administrator in a medical or paramedical surgery or clinic, or in a hospital. You may already be working in one of these areas.

The materials have been developed for online delivery, which should be particularly useful if you are working part-time or full-time as you can work through them at a time and place that suits you.

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**What’s covered in this online resource?**

The units of competency covered in the online resource are as follows:

<table>
<thead>
<tr>
<th>Common unit for both Certificates II and III</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCMN201A</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Units for Certificate II</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMED201A</td>
</tr>
<tr>
<td>BSBMED202A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Units for Certificate III</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMED301A</td>
</tr>
<tr>
<td>BSBMED302A</td>
</tr>
</tbody>
</table>
About your trainer

The term ‘trainer’ is a generic term which can include a classroom teacher, distance tutor or workplace trainer.

The trainer’s role

The trainer’s role is to assist with your learning by providing support and advice, clarifying course requirements, answering queries about the materials or the content and providing feedback on activities and tasks.

Contacting your trainer

Make sure you are clear about when your trainer is available, and how you can contact him or her.
Overview of the online resource

What you need (technical requirements)

You will need to have access to the following software to use the materials:

- Netscape Navigator 4.5 or Microsoft Internet Explorer 5
- Macromedia Flash 5 Player
- Adobe Acrobat Reader 4.

Adobe Acrobat Reader can be downloaded from http://www.adobe.com

Macromedia Flash 5 Player can be downloaded from http://www.macromedia.com/downloads/

How it works

Each ‘day’ in the resource corresponds to a different unit of competency. ‘Monday’ houses the common competency (BSBCMN201A – Work effectively in a business environment). The Certificate II units of competency are covered on Tuesday and Wednesday, and Certificate III on Thursday and Friday.

<table>
<thead>
<tr>
<th>Common unit for both Certificates II and III</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Units for Certificate II</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUESDAY</td>
</tr>
</tbody>
</table>
What are the tasks and the topics?

The tasks

_A Day at the Desk_ places you at a virtual medical reception desk at the Utopia Medical Clinic. There you are given various tasks that are similar to some of the tasks you might need to do as a medical receptionist. Each task is located at a different time of the day.

The topics

There are nine different topics. Each topic contains information and activities to help you understand different aspects of Medical Administration. This will also help you to complete the tasks for each competency.

You can use the topics however you choose – you might like to work through one or more of the topics and its activities before you start on any of the _Day at the Desk_ tasks. Alternatively you might like to start a task, then consult the topics for help along the way.
How the topics relate to the competencies

The connection between the topics and the competencies is shown in the following tables.

<table>
<thead>
<tr>
<th>CERTIFICATE II</th>
<th>BSCMN 201A Work effectively etc (MONDAY)</th>
<th>BSBMED 210A Basic medical terminology etc (TUESDAY)</th>
<th>BSBMED 202A OH&amp;S etc (WEDNESDAY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working within frameworks</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health in your community</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicating in your workplace</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing information</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealing with danger</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Language of your workplace</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Understanding the human body (intro)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Understanding the human body (adv)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minding the money</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You should cover all these topics in the common unit on Monday.

<table>
<thead>
<tr>
<th>CERTIFICATE III</th>
<th>BSCMN 201A Work effectively etc (MONDAY)</th>
<th>BSBMED 301A Advanced terminology etc (THURSDAY)</th>
<th>BSBMED 301B Medical accounts etc (FRIDAY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working within frameworks</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health in your community</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicating in your workplace</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing information</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealing with danger</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Language of your workplace</td>
<td></td>
<td>✓</td>
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</tr>
<tr>
<td>Understanding the human body (intro)</td>
<td></td>
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</tr>
<tr>
<td>Understanding the human body (adv)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Minding the money</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
How the tasks relate to the topics

<table>
<thead>
<tr>
<th>Competency</th>
<th>Task 1</th>
<th>Task 2</th>
<th>Task 3</th>
<th>Task 4</th>
<th>Task 5</th>
<th>Task 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working within the workplace</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Health in your community</td>
<td>7</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Understanding in your workplace</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Managing information</td>
<td>9</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

A checklist of tasks is provided in Appendix 2. Your trainer may ask you to do some of these tasks as assessment tasks.

**Working through a task**

The resource provides several ways to access information to help you with the tasks. In Monday’s Task 2, for instance, you are asked to give advice to a friend who is experiencing harassment in the workplace. You are asked to send your advice to your trainer, and you may also be asked to join an online discussion to view and discuss the ideas of other learners.

As the chart above shows, this task relates to the topic ‘Working Within Frameworks’, so that you may like to work through any or all of the sections within this topic and jot down any ideas that relate to harassment in the workplace.

**On-screen information**

A lot of information is provided directly on the screen. If you pass your mouse over the items within the index for the topic, you are given a brief description of what is covered in each section. This can help you choose the sections that are relevant to the task. The section on Government Policy and Legislation, for instance, may be useful for finding out about any legislation relating to sexual harassment.
PDFs

More detail is available on the ‘Bookshelf’, where you can ‘download a PDF’ which can be viewed on the screen, or printed out for reference. Lengthier documents, particularly those which you may want to refer to again and again, are provided in this format, and many of these can also be accessed through the ‘Resources’ button. In this task, for instance, the Policy and Procedures manual may contain information relevant to harassment. You could look through the ‘contents’ page for a related topic, or use the ‘Find’ facility within Adobe Acrobat to search for ‘harassment’ (refer to the section in this Learner Guide ‘Navigating in Adobe Acrobat’).

Websites

The ‘Find Out More’ section provides lists of websites, so that up-to-date information can be found on issues that may change (eg with new legislation).
Navigating in A Day at the Desk

When you start A Day at the Desk, you start by choosing the day corresponding to the competency you wish to study (except for the first time, when it’s a good idea to take the orientation tour).
Each day’s Home screen shows the tasks and topics that relate to the unit of competency that is housed in that day.

Using the navigation bar

The navigation bar remains on the screen at all times, so that at any time you can get to the opening page for the current day, tasks, opening screen, topic index, resources or help.
Choosing a task

Task 8 - Prepare a brochure for patients

The doctors at the Clinic want to be able to give patients a brochure that lists health related services that are provided in the local community. Each receptionist at the clinic has been asked to help.

Your job is to find out about five services that could be listed. For each service, write a brief description of:

- where it is located, contact phone number(s) and times it is open
- what it offers and who might use this service.

Send your findings to your Trainer.

Choosing a topic

Click on the ‘topics’ button
Buttons on your browser

You can use the Back and Forward buttons on your browser, as well as the various navigation keys within *A Day at the Desk*.

Navigating in Adobe Acrobat

When you choose *Download a document*, the document displays in a new window in the Adobe Acrobat Reader. Below are some tips to help you navigate around documents displayed in this way.
Your trainer will discuss assessment requirements with you and determine when you are ready to be assessed.

Assessment tasks may include some or all of the *Day at the Desk* tasks for the ‘Day’ that corresponds to the competency you are doing. There may also be practical assessment in the workplace.

Your trainer may recommend the concurrent assessment of more than one unit of competency.

### Explaining competency-based assessment

Competency-based assessment is different from conventional standards-based assessment with which you may be familiar.

Competency-based assessment includes the following features.

- The learner completes activities that provide the assessor with evidence necessary to assess competency.
- The learner can negotiate when and how assessment will be carried out.
- Assessment is based on performance criteria that are demonstrable.

There are only two possible results of assessment – competent, or not yet competent. There are no grades.
An overview of the rules and regulations that govern how you work in a medical environment, including:

- government legislation (e.g., OH&S, discrimination and harassment, workplace agreements)
- professional standards and codes of practice.

This will help you with A Day at the Desk tasks for Monday 9:00 am - 10:00 am.

Downloadable documents

- A Sample Policy and Procedures Manual covering a range of workplace policies and procedures at the Utopia Medical Clinic. It is intended to illustrate the ways in which workplaces may interpret various legislation, standards, and codes of practice for the guidance and education of staff.
- Two sample brochures – one to show information about the clinic for patients, the other to explain how personal health information is managed in the Utopia Clinic. These are both designed to give an idea of how clinics may interpret codes of practice and legislative frameworks.

Find out more

This shows a list of web sites where more information is available.

Tasks

The tasks in this topic are at 9:00 am, 9:30 am, and 10:00 am on Monday. The completed tasks are to be sent to your trainer. Your trainer may arrange for your ideas and those of other learners to be viewed and discussed via a bulletin board.
Health in Your Community

An overview of how the health industry operates, including:

- Medicare
- private health insurance
- other bodies involved in health funding – DVA, TAC, WorkCover
- other health-related agencies
- allied health services
- hospitals
- the Pharmaceutical Benefits Scheme (PBS)
- Health Care Cards

This will help you with *A Day at the Desk* tasks for Monday 10:30 am - 12:30 pm.

Find out more

This shows a list of web sites where more information is available (Centrelink, Comcare, DVA, Medicare etc).

Tasks

The tasks for this topic are at 10:30 am, 11:00 am, 11:30 am, 12:00 pm and 12:30 pm on Monday. Task 7 requires a discussion. All the other completed tasks are to be sent to the trainer.
Communicating in Your Workplace

A look at communicating in a medical workplace, including:

- how people communicate
- using the telephone and taking messages
- communicating with people from a different backgrounds
- communicating with people with disabilities
- communicating with colleagues
- dealing with conflict
- professional and ethical conduct.

This will help you with A Day at the Desk tasks for Monday 2:00 pm - 3:30 pm.

Downloadable documents

There are no downloadable documents in this topic.

Tasks

The tasks in this topic are at 2:00 pm, 2:30 pm, 3:00 pm and 3:30 pm on Monday. Task 9 requires a discussion. All the other completed tasks are to be sent to the trainer.
Managing Information

A look at how information is managed in a medical workplace, including:

• making appointments
• recording information
• filing documents
• typing letters
• dealing with forms and paperwork, such as referrals, reports and medical certificates.

This will help you with *A Day at the Desk* tasks for Monday 4:00 pm - 5:00 pm.

Downloadable documents
There are no downloadable documents in this topic.

Find out more
This shows a list of web sites where more information is available.

Tasks
The tasks in this topic are at 4:00 pm, 4:30 pm and 5:00 pm on Monday. All completed tasks are to be sent to the trainer.
Dealing with Danger

An overview of safety and hygiene in the workplace, including:

- recognising potential danger
- making and keeping the workplace safe
- OH&S signs used in medical environments
- safety equipment
- dealing with hazardous substances
- infection control
- dealing with emergencies.

This will help you with *A Day at the Desk* tasks for Wednesday and Thursday 2:30 pm - 3:30 pm.

**Downloadable documents**

- *Sample Policy and Procedures Manual*

**Tasks**

The tasks in this topic are at 2:30 pm, 3:00 pm and 3:30 pm on Wednesday and Thursday. Wednesday’s and Thursday’s tasks for these times are identical.

All completed tasks are to be sent to the trainer.
The Language of Your Workplace

An overview of language you are likely to use in a medical practice, including:

- the structure of medical words
- the different departments in a hospital
- common medications
- common abbreviations for medical and pharmacological terms.

This will help you with *A Day at the Desk* tasks for Tuesday and Thursday 9:00 am - 10 am.

Downloadable documents

- **Medical Prefixes, Suffixes and Roots**

- **Glossary of Medical Terms: List of Combining Forms, Prefixes and Suffixes**
  - A most useful reference list, which is identical to the one available in ‘Understanding the Human Body – Introduction’ and ‘Understanding the Human Body – Advanced’.

- **Medical Abbreviations**
  - An alphabetic listing of medical abbreviations and acronyms and what they stand for.

- **Common Medications**
  - Sorted by use, this list shows generic and trade name(s).

- **Introductory Medical Terminology: Spelling and Pronunciation Helper**
  - An alphabetic listing of words from this topic with a guide to how they are pronounced is printed out in Task 2 (9:30 am) on Tuesday and Thursday. This is identical to the list available in ‘Understanding the Human Body – Introduction’.

Tasks

The tasks for this topic are at 9:00 am, 9:30 am and 10:00 am on Tuesday and Thursday. Tuesday’s and Thursday’s tasks for these times are identical. All completed tasks are to be sent to the trainer.
Understanding the Human Body - Introduction

A look at terminology you are likely to encounter in a general medical practice, to help you become familiar with how to spell and pronounce medical words. It covers:

- the structure of the body
- parts of the body
- diseases, investigations and procedures.

This will help you with *A Day at the Desk* tasks for Tuesday and Thursday 10:30 am - 11:30 am.

Downloadable documents

- Each system has its own list of related terms and diseases, both of which can be printed from the *Download a PDF* option of the index screen for that system. These have also been collated into master lists (see below)

The following are all found in the *Download a PDF* option of the *Overview* screen as well as in *Resources* on the navigation toolbar:

  - *Introductory Medical Terminology: Diseases – Combined List*
  - *Introductory Medical Terminology: Related Medical Terms – Combined List*

The above two are collated versions of the individual system versions mentioned earlier.

- *Medical Prefixes, Suffixes and Roots* – a most useful reference list, which is identical to the one available in ‘The Language of Your Workplace’ and ‘Understanding the Human Body – Advanced’.

- *Introductory Medical Terminology: Spelling and Pronunciation Helper* – an alphabetic listing of words from this topic with a guide to how they are pronounced. This list is identical to the one available in task 2 (9:30 am) on Tuesday and Thursday.

Tasks

The tasks for this topic are at 10:30 am, 11:00 am and 11:30 am on Tuesday and Thursday. Tuesday’s and Thursday’s tasks for these times are identical. The earlier tasks for Tuesday and Thursday relate to the topic ‘The Language of Your Workplace’. Task 5 (11:00 am) may need to be brought to a group discussion. All other completed tasks are to be sent to the trainer.
A look at terminology you are likely to encounter in a specialist medical practice, to help you become familiar with how to spell and pronounce medical words. It covers:

- body systems
- medical specialties
- diseases, investigations and procedures.

This will help you with *A Day at the Desk* tasks for Thursday 12:00 pm -1:00 pm.

**Downloadable documents**

- Each system and specialty has its own list of related terms and diseases, both of which can be printed from the *Download a PDF* option of the index screen for that system. These have also been collated into master lists (see below)

The following are all found in the *Download a PDF* option of the *Overview* screen as well as in *Resources* on the navigation toolbar:

- *Advanced Medical Terminology: Diseases – Combined List*
- *Advanced Medical Terminology: Specialist Medical Terms – Combined List*

The above two are collated versions of the individual system versions mentioned earlier.

- *Medical Prefixes, Suffixes and Roots* – a most useful reference list, which is identical to the one available in *The Language of Your Workplace* and *Understanding the Human Body – Introduction*.

- *Advanced Medical Terminology: Spelling and Pronunciation Helper* – an alphabetic listing of words from this topic with a guide to how they are pronounced.

- *What the Specialists Do* – a description of the different medical specialties.

**Tasks**

The tasks for this topic are at 12:00 pm, 12:30 pm and 1:00 pm on Thursday. The earlier tasks on Thursday relate to the topics ‘The Language of Your Workplace’ and ‘Understanding the Human Body – Introduction’. All completed tasks are to be sent to the trainer.
Minding the Money

A look at the different aspects of billing patients, including:

- bulk-billing and Medicare cards
- private patients
- DVA, TAC and WorkCover
- billing for in-hospital services.
- HICAPS and HealthClaims
- referrals
- multilodging.

This will help you with *A Day at the Desk* tasks for Friday 4:00 pm - 5:00 pm.

**Downloadable documents**

- *Sample Medical Benefits Schedule* (MBS) – a small section of the complete MBS, listing fees for services mentioned in the activities in this learning resource.
- *Sample Policy and Procedures Manual* – a sample manual for the *Utopia Medical Clinic*, the virtual clinic in which *A Day at the Desk* is set.
- *Terminology for Billing* – a list of terminology used in this topic, with explanations of what they mean.

**Find out more**

This shows a list of web sites where more information is available.

**Tasks**

The tasks for this topic are at 4:00 pm, 4:30 pm and 5:00 pm on Friday. They are the only tasks for Friday. All completed tasks are to be sent to the trainer.
The following documents can be accessed and printed from the Resources button.

**General medical information**
- Sample Medical Benefits Schedule (MBS)
- Sample Policy and Procedures Manual
- Terminology for Billing
- What the Specialists Do

**Introductory medical terminology**
- Common Medications
- Introductory Medical Terminology: Diseases – Combined List
- Medical Prefixes, Suffixes and Roots
- Medical Abbreviations
- Introductory Medical Terminology: Related Medical Terms – Combined List
- Introductory Medical Terminology: Spelling and Pronunciation Helper

**Advanced medical terminology**
- Advanced Medical Terminology: Diseases – Combined List
- Advanced Medical Terminology: Spelling and Pronunciation Helper
- Advanced Medical Terminology: Specialist Medical Terms – Combined List
- Glossary of Medical Terms: List of Combining Forms, Prefixes and Suffixes

There is also a list of useful web sites. These web sites are current at the time of publication, however be aware that sites and addresses do change from time to time.
Appendix 1 – Details of the competencies

BSBCMN201A – Work effectively in a business environment

(Previously BSAENT203A – Apply knowledge of employee’s and employer’s rights and responsibilities to workplace environment.)

This unit is common to Certificates II and III.

This unit has been developed for the Business Services Training package.

The unit covers the skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.

This unit has the following elements of competency and performance criteria:

1. Work within organisational requirements.
   - Documents outlining organisational requirements are located, read and any uncertainties are clarified with appropriate persons.
   - All work reflects a current working knowledge and understanding of employees’ and employers’ rights and responsibilities.
   - All work undertaken reflects understanding and compliance with relevant duty of care, legal responsibilities and organisational goals and objectives.
   - Standards and values considered to be detrimental to the organisation are identified and questioned through established communication channels.
   - Self and other’s behaviour which contribute to a safe work environment are identified and practised.
2. Determine future work/career directions.
   
   • Personal work goals are identified and prioritised in accordance with organisational requirements and future personal career plans.
   
   • Personal values and attitudes regarding work and business are taken into account when planning future work/career directions.
   
   • Advice is obtained from appropriate persons on future work/career directions.
   
   • Additional skills required are identified and addressed.

Topics that relate to this competency

The following topics relate to BSBCM201A – Work effectively in a business environment.

• Working Within Frameworks
• Health in Your Community
• Communicating in Your Workplace
• Managing Information
BSBMED201A – Use basic medical terminology in order to communicate with patients, fellow workers and health professionals

This is a unit within Certificate II.

This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate basic medical terminology.

This unit has the following elements of competency and performance criteria:

1. Respond appropriately to instructions which contain basic medical terminology.
   - Written and oral instructions using basic medical terminology are received, understood and documented.
   - Checklists are used where appropriate.
   - Abbreviations for commonly used medical terms and associated processes are understood.
   - The policies and procedures of the medical practice are understood and adhered to.
   - Clarification is sought where necessary.

2. Carry out routine tasks.
   - Basic medical terminology is used correctly in the completion of routine tasks.
   - Assistance is sought from designated person as required.

3. Use appropriate basic medical terminology in oral and written communication with patients, fellow workers and health professionals.
   - Appropriate basic medical terminology is used as directed in oral communication with patients, fellow workers and health professionals
   - Appropriate basic medical terminology is used as directed in written communication with patients, fellow workers and health professionals
   - Basic medical terminology is spelt and pronounced correctly
   - Advice is sought from designated person with regard to basic medical term/s and accompanying process/es.
Topics that relate to this competency

The following topics relate to BSBMED201A – *Use basic medical terminology in order to communicate with patients, fellow workers and health professionals.*

- The Language of Your Workplace
- Understanding the Human Body – Introduction

It is assumed that the following topics will have been covered in the common unit BSBCMN201A – *Work effectively in a business environment.*

- Working Within Frameworks
- Health in Your Community
- Communicating in Your Workplace
- Managing Information
BSBMED202A – Follow OHS policies and procedures in a medical office to ensure own safety and that of others in the workplace

This is a unit within Certificate II.

This unit covers following office OHS policies and procedures, identifying risks and hazards, responding to emergencies and maintaining a safe workplace.

This unit has the following elements of competency and performance criteria:

1. Demonstrate familiarity with office practice manual and office policy and procedures.
   • Roles and responsibilities of persons employed in a medical office are identified and understood.
   • Emergency procedures as outlined in practice manual are identified and understood.
   • Policies and procedures in place to protect employees, visitors and patients from accidents in the medical office are identified and understood.
   • The importance of following the practice manual and documenting all activities, actions and outcomes immediately after an occurrence is identified and understood.
   • Assistance is requested and sought where appropriate.
   • Any uncertainties or irregularities are referred to the appropriate person for resolution.

2. Identify and respond to an emergency.
   • Hazards and emergency situations are identified and responded to according to office policies and procedures.
   • Patients, visitor and colleagues requiring urgent medical attention are attended to according to office policies and procedures.
   • Appropriate person is contacted promptly and informed of the emergency situation.
   • External authorities are contacted where appropriate and according to office policies and procedures.
   • Actions, activities and outcomes are recorded according to legislative requirements and office policies and procedures.
3. Maintain a safe workplace.
   • Potential OHS risks and hazards are identified and rectified by self or referred to appropriate person for rectification
   • Any spillages or breakages are cleaned up promptly and according to the office policies and procedures
   • Refuse, bodily fluids and waste and potential sources of infection are cleaned up promptly and according to the office policies and procedures
   • Dangerous products are stored according to office and manufacturer’s instructions
   • Cleaning apparatus are maintained and used according to office and manufacturer’s instructions
   • The reception area and work equipment are kept clean and tidy
   • Personal hygiene is maintained

Topics that relate to this competency

The following topic relates to BSBMED202A – Follow OHS policies and procedures in a medical office to ensure own safety and that of others in the workplace.
   • Dealing with Danger

It is assumed that the following topics will have been covered in the common unit BSBCM201A – Work effectively in a business environment.
   • Working Within Frameworks
   • Health in Your Community
   • Communicating in Your Workplace
   • Managing Information
BSBMED301A – Use advanced medical terminology in order to communicate with patients, fellow workers and health professionals

This is a unit within Certificate III.

This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate advanced medical terminology.

This unit has the following elements of competency and performance criteria:

1. Respond appropriately to instructions which contain advanced medical terminology.
   • Written and oral instructions using advanced medical terminology are received, understood and documented.
   • Checklists are used where appropriate.
   • Abbreviations for specialised medical terms and associated processes are understood.
   • The policies and procedures of the medical practice are understood and adhered to.
   • Clarification is sought when necessary.

2. Carry out routine tasks.
   • Advanced medical terminology is used correctly in the completion of routine tasks.
   • Assistance is sought from designated person as required.

3. Use appropriate advanced medical terminology in oral and written communication with patients, fellow workers and health professionals.
   • Appropriate advanced medical terminology is used as directed in oral communication with patients, fellow workers and health professionals.
   • Appropriate advanced medical terminology is used as directed in written communication with patients, fellow workers and health professionals.
   • Written communication is presented to a designated person for verification if required.
   • Advanced medical terminology is spelt and pronounced correctly.
Advice is sought from designated person with regard to advanced medical term/s and accompanying process/es.

**Topics that relate to this competency**

The following topics relate to BSBMED301A – *Use advanced medical terminology in order to communicate with patients, fellow workers and health professionals.*

- Dealing with Danger
- The Language of Your Workplace
- Understanding the Human Body – Introduction
- Understanding the Human Body – Advanced

It is assumed that the following topics will have been covered in the common unit BSBCM201A – *Work effectively in a business environment.*

- Working Within Frameworks
- Health in Your Community
- Communicating in Your Workplace
- Managing Information
BSBMED302A – Apply knowledge of the medical fee structure to prepare and process medical accounts

This is a unit within Certificate III.

This unit covers providing advice to patients regarding fee structures, processing referrals, and preparing and processing medical accounts for a range of patients.

This unit has the following elements of competency and performance criteria:

1. Provide advice to patients about fee structure.
   - Medicare entitlement system is understood and explained.
   - Private insurance rebate system is understood and explained.
   - Schedule fees for different services are identified.
   - Patients are correctly advised regarding applicable fee structures.
   - Patient entitlements are correctly communicated to patient.

2. Process referrals to specialist practitioners.
   - Referrals are checked to ensure validity.
   - Correct procedures for referral of Veterans’ Affairs, worker’s compensation and motor vehicle third party patients are followed.
   - Referral letters are filed according to legislation and office policies and procedures if required.

3. Prepare and process medical accounts for bulk billed and private patients.
   - Bulk billing procedures are identified and understood.
   - Private accounts procedures are identified and understood.
   - Correct procedures for preparing Veterans’ Affairs, workers’ compensation and motor vehicle third party accounts are followed.
• Medicare Benefits Schedule book is correctly used.
• Services which are not eligible for Medicare rebate are identified and costed appropriately.
• Appropriate stationery is selected and completed according to enterprise and legislative requirements.
• Medical account is forwarded to designated person or organisation according to legislation and office policies and procedures.

• Payments are received and documented.
• Procedures for patients without Medicare card or number are used where necessary.
• Receipts are prepared and issued to person or authority according to legislation and office policies and procedures.
• Medicare payments are reconciled with claims made by the medical practice.
• Overdue accounts are followed up.

5. Provide financial information for the practice as required.
• Financial records are provided in required format as requested.
• Financial data is stored and archived in accordance with the policies and procedures of the medical practice.

Topics that relate to this competency
The following topic relates to BSBMED302A – Apply knowledge of the medical fee structure to prepare and process medical accounts.
• Minding the Money

It is assumed that the following topics will have been covered in the common unit BSBCMN201A – Work effectively in a business environment.
• Working Within Frameworks
• Health in Your Community
• Communicating in Your Workplace
• Managing Information
Your trainer will advise you as to which of these tasks you will be required to do for assessment. You may like to mark these tasks in the ‘Assessable tasks’ column, and then tick off finished tasks in the ‘Completed tasks’ column.

### Monday’s Task Checklist

<table>
<thead>
<tr>
<th>Time</th>
<th>Task</th>
<th>Assessable tasks</th>
<th>Completed tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 am</td>
<td>Task 1 Check terms and conditions of employment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:30 am</td>
<td>Task 2 Harassment in the workplace</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00 am</td>
<td>Task 3 Patient communication strategy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:30 am</td>
<td>Task 4 Explain Medicare to Mr Moukafi</td>
<td></td>
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</tr>
<tr>
<td>11:00 am</td>
<td>Task 5 Patients ask about private health insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:30 am</td>
<td>Task 6 Advise Mr Davies of benefits he is eligible for</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 pm</td>
<td>Task 7 TAC vs WorkCover - what difference to the patient?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:30 pm</td>
<td>Task 8 Prepare a brochure for patients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 pm</td>
<td>Task 9 (Part 1) Patient confidentiality</td>
<td>(Part 2) Professional conduct</td>
<td></td>
</tr>
<tr>
<td>2:30 pm</td>
<td>Task 10 Give a message to Mrs Tranh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3:00 pm</td>
<td>Task 11 Give feedback to a colleague</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3:30 pm</td>
<td>Task 12 Communication breakdown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:00 pm</td>
<td>Task 13 Which form to use?</td>
<td>Part 1) for Carol Clarke?</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Part 2) for Paulo Aquifina?</td>
<td></td>
</tr>
<tr>
<td>4:30 pm</td>
<td>Task 14 Type a referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5:00 pm</td>
<td>Task 15 Proof read letters</td>
<td></td>
<td></td>
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<td>Task 2</td>
<td>Complete pronunciation guide to help read medical reports over the phone</td>
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<td>Task 3</td>
<td>Decipher medical abbreviations for a friend</td>
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<td>Task 4</td>
<td>Fix the spelling on reports phoned through</td>
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<tr>
<td>11:00 am</td>
<td>Task 5</td>
<td>Read a medical report over the phone</td>
</tr>
<tr>
<td>11:30 am</td>
<td>Task 6</td>
<td>Type reports from an audio cassette</td>
</tr>
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## Wednesday’s Task Checklist

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<tbody>
<tr>
<td>2:30 pm</td>
<td>Task 1</td>
<td>Clean up Dr Rice’s consulting room</td>
</tr>
<tr>
<td>3:00 pm</td>
<td>Task 2</td>
<td>Needlestick injury</td>
</tr>
<tr>
<td>3:30 pm</td>
<td>Task 3</td>
<td>Prepare a health and safety induction</td>
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## Thursday’s Task Checklist

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<td>Task 6</td>
<td>Type reports from an audio cassette</td>
</tr>
<tr>
<td>12:00 pm</td>
<td>Task 7</td>
<td>Sort equipment</td>
</tr>
<tr>
<td>12:30 pm</td>
<td>Task 8</td>
<td>Correct spelling on phone messages and work out who they’re for!</td>
</tr>
<tr>
<td>1:00 pm</td>
<td>Task 9</td>
<td>Correct spelling on medical reports</td>
</tr>
<tr>
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### Friday’s Task Checklist

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<th>Completed tasks</th>
</tr>
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</table>
| 4:00 pm| Task 1 | (part 1) Prepare for the day’s banking  
(part 2) Check payments from Medicare                                               |                 |
| 4:30 pm| Task 2 | Type up patient accounts                                                          |                 |
| 5:00 pm| Task 3 | (part 1) Advise patients of Medicare benefits  
(part 2) Answer a query about patient billing                                      |                 |