

"Quality education through distance learning."

## MEDICAL SECRETARY DIPLOMA (FULL)

# PROSPECTUS



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Our Medical Secretary Diploma Level 3 course is accredited by NCFE CQ & AMSPAR and is also CPD recognised (Continuous Professional Development).

This is an online distance learning course you can study from your own home or work.

Suitable for beginners and those already working as a Medical Secretary or Administrator who is looking to gain recognition for their knowledge and skills and looking to increase job opportunities and promotion prospects.

Many hospitals and medical centres have trained their staff on this course over the years and it is well recognised by the NHS.



## ACCREDITATION BY NCFE CQ & CPD

This Diploma is a fully accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

**NCFE CQ10460** - Medical Secretary Diploma (Level 3)

**AMSPAR** - Medical Terminology Award (Level 2) - Additional Option/cost

**CQ10464** - Teeline Shorthand Diploma (Level 3) - Additional Option/cost

Level 3 is advanced level and the Medical Secretary Diploma has been benchmarked using Ofqual's QCF level descriptors to allow you to consider the depth of study, and level of difficulty involved.

Further information about [NCFE Awarding Body and accreditation](#).



# COURSE CONTENT

You will study a wide range of topics covering medical terminology which is key knowledge for a Medical Secretary/Administrator.

## MEDICAL TERMINOLOGY

- Basic Term Construction
- Digestive System
- Respiratory System
- Cardiovascular System
- Blood and Lymphatic System
- Oncology
- Renal System
- Male Reproduction System
- Female Reproductive System
- Pregnancy, Childbirth and Paediatrics
- Muscular System
- Nervous System
- Connective System
- Infection and Disease
- Pathology and Drugs
- Sensory Organs
- Endocrine System
- Revision and Mocks

## IT UNITS

- Outlook - Advanced Email and Personal Information Management
- Excel - Spreadsheets and Charts
- PowerPoint - Advanced Electronic Presentations
- Internet and Web Research

## ADMIN UNITS

- Diary Management
- Organising Business Meetings
- Composing Medical Letters and Emails

## BUSINESS DOCUMENTS

- Mail Merge
- Medical Audio Transcription
- Medical Documents
- Touch Typing and Speed Development - Interactive Program

## MEDICAL SECRETARY SKILLS

- Professional Telephone and Communication Skills
- Professional Customer Care Skills
- Managing Workload
- Maintaining Professional Working Relationships
- Managing Ergonomics/Health and Safety



# IT UNITS

## Outlook – Email and PIM



The core program used today to communicate with both colleagues, different departments, patients and outside organisations. Learn how to organise your Outlook filing system, use alerts and building blocks effectively to reduce your workload on repetitive tasks.

Managing multiple inboxes effectively is essential for the discerning Medical Secretary. You will also cover the Personal Information Management section of Outlook identifying how and when you can use these features to help you cope with your busy schedule.

Take advantage of Rules, retention policies, collaborate with your executives, use permissions to ensure confidentiality when sharing and much more.

## Excel – Spreadsheets



Excel is a very versatile program and understanding the different ways you can use the program will help you to manage your workload effectively.

Create calculations using complex formulae and functions. Produce professional charts and graphs and develop your ability in producing different reports and using effective formatting techniques. Skills essential for business meetings, department reviews and a range of Medical Secretary roles.

Learn key cell references and arrays, automate your worksheets so edits and collaborations take effect for all. Run complex filters, link between workbooks. Protect and consolidate data, summarise and audit reports and use Goal Seek to provide forecasts that you and your Executives can work to.

This unit is linked to other Administration units where you can use Excel as a tracking document.

## PowerPoint – Presentations



Develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Create eye-catching, professional presentations with effective animation, sound effects and timings to suit the topic and purpose of the presentation.

Practice how to use speaker notes effectively so you deliver flawless presentations to your team or superiors every time. Ensuring the audience can fully understand the content and engage with the information being presented.

Incorporate charts, graphs and data from other applications, apply complex transitions and build automated slideshows that stand out.

## Internet Browsing Software



Having the ability to navigate efficiently whilst understanding how to source reliable information is critical to effective research. As well as this the unit covers safety on the Internet, appropriate use and how to troubleshoot hardware or network problems.

Learning key research techniques lends itself to a number of administration and management units included on the course.

*"I really enjoyed the on-line Medical Secretary course. I would like to thank all my tutors; Sally, Simon, Rebecca and Jen who have been very supportive. The course has helped me to progress in my career as a medical secretary. I would recommend this course to any one who wants become a medical secretary." - Amy*



# ADMINISTRATION UNITS

The Administration units cover a range of administrative responsibilities which will be required in your role. You will find that these units link with the IT skills in the course as you will use different programs to carry out these tasks.

## Diary Management

This unit is linked to the Outlook IT module as you will use a range of Outlook tools to help carry out diary management duties.

Knowing how to professionally manage your own diary as well as your line manager's diary is one of the core skills required in Medical Secretary roles.

Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key. This avoids confusion and mishaps and reduces the risk of something going wrong!

Learning about the benefits of running both a manual and electronic diary system is also covered in this unit.



## Business Meetings

Organising a business meeting is a key responsibility for a Medical Secretary. You will learn how to prepare and plan for a meeting, liaise with different departments, people and organisations to ensure the meeting is a success, draft and prepare agendas, manage invitations and track your progress.

You will also study what to do on the day of the meeting and your role in minute taking. Those studying shorthand on their course will have the added benefit of using this skill to take down minutes.

Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.



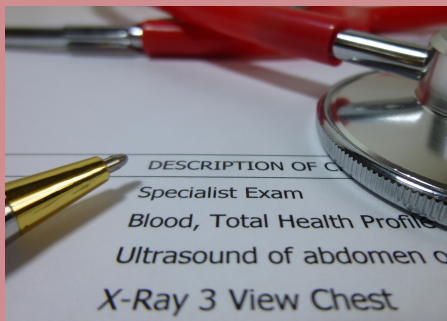
## Composing Medical Letters and Emails

This unit will develop your ability to compose and design standard medical letters and emails providing effective information to colleagues as well as patients.

Ensuring you have a well-balanced content that breaks down information clearly is a key part of effective communication.



# BUSINESS DOCUMENTS UNITS



## Medical Documents

In this unit you will be looking at preparing a range of different medical documents typical in the role of a Medical Secretary using a range of Word skills including multi-page documents, letters, tables and notices.

Having advanced Word skills will help you to cope with your workload more effectively and confidently.

## Mail Merge

This unit looks at mail merge within Word. A very useful part of the program specifically designed for mailshots for letters and emails.

Editing datafiles and using specific matching criteria is also covered to enhance your skills in creating mail shots.

You will setup original templates, link and edit data files, and learn how to set mail merge criteria for selective merging.



## Medical Audio Transcription

This is a very useful skill to have as many managers and doctors still use this method to dictate instructions, letters, emails, reports etc.

You will also be putting into effect your touch-typing skills to complete the different tasks when preparing the business documents as well as the knowledge you have learnt in the Medical Terminology section of the course.

You do not need any special equipment for this unit including a foot pedal as you will control the program we provide with keyboard short cut keys.

## Speed Keying

You will be provided with an account to use our interactive Typing Program which can be accessed at any time throughout your course.

You will learn useful hints and tips on how to develop your touch typing skills and build your speed aiming to achieve over 50 wpm.



*"I wanted an online course to study whilst my daughter was at nursery and I come across Lewis College. I emailed them and straight away they were willing to help guide me to chose which course would be best for me. I ended up doing the Medical Secretary course and I really enjoyed it, every tutor I had for each section of my course was exceptional with their quick responses and helped me when I got stuck on anything.*

*Great online course and can't recommend them enough!" - Charlene*





# MEDICAL SECRETARY UNITS



## TELEPHONE AND COMMUNICATION SKILLS

How to communicate effectively is such a core skill to have when working as a Medical Secretary.

The consequences of poor communication can impact on working relationships, customer care and a happy working environment.

You will be looking at the role of body language and how this can impact both positively and negatively in different situations; how to manage office gossip to reduce its negative impact; the importance of good telephone techniques when speaking with either patients or colleagues and the ability to have effective questioning and listening skills.



## PROFESSIONAL CUSTOMER CARE

In your role as a Medical Secretary it is essential you fully understand the need for professional customer care.

Looking after patients as well as colleagues in what can be a stressful situation takes a wide range of skills to manage different problems and needs from both patients and colleagues.

Understanding about body language, people skills, dealing with stress etc all play their part in providing quality customer care.



## MANAGING WORKLOAD

Working as a Medical Secretary means you will be dealing with a lot of people and managing a vast range of tasks and responsibilities daily in a busy environment.

Ensuring you are on top of your workload by using effective prioritisation skills and organisation skills sends out a positive message to both colleagues and patients and reduces the risk of errors being made which could have major consequences.



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## MANAGING PROFESSIONAL WORKING RELATIONSHIPS

It is essential as a Medical Secretary that you work effectively with your team and others in different departments within the hospital or medical centre you work in as well as outside organisations.

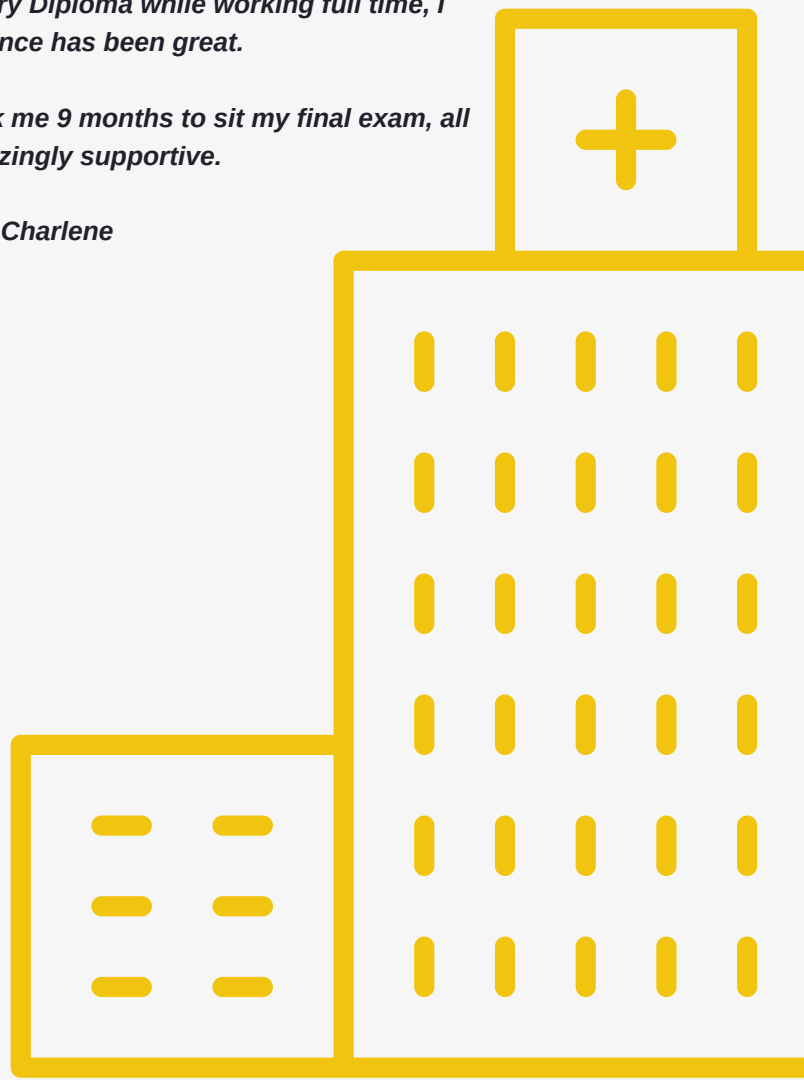
As you will be working in a busy environment supporting your colleagues and being a positive member of the team will help you to cope effectively and confidently with your workload as well as maintain important relationships and reduce stress at work.

***"Thank you Lewis College!"***

***A great experience, taking on the Medical Secretary Diploma while working full time, I was a little worried about it, but the whole experience has been great.***

***I have now completed the course and while it took me 9 months to sit my final exam, all due to COVID 19, the college and tutors were amazingly supportive.***

***Can't recommend highly enough, THANK YOU!" - Charlene***



# MEDICAL TERMINOLOGY UNITS

This part of the course forms the largest section of the course and will cover a wide range of medical terms starting off with basic background knowledge and then taking a trip around the body to cover different systems and some related drugs.

You will cover the following topics in this part of the course:

- Basic Term Construction
- Digestive System
- Respiratory System
- Cardiovascular System
- Blood and Lymphatic System
- Oncology, Renal System
- Male and Female Reproduction System
- Pregnancy, Childbirth and Paediatrics
- Muscular System
- Nervous System
- Connective System
- Sensory Organs
- Infection and Disease
- Pathology and Drugs
- Endocrine System



Upon completion you will sit the Medical Terminology exam.

You can also sit the AMSPAR Medical Terminology exam – which is an external exam and requires to be sat at an exam centre.

You will pay exam entry fees in the region of £150 - £200 direct to the exam centre (UK students only).

The exam is held 3 times a year in February, June and November.

Entry fees need to be paid about 6 weeks before the exam date.

We will provide additional information when you are ready to make a decision with regards to your exam.

You can decide after you have completed the units in this section of the course and you are revising and completing mock exams.

