



**Australian Government**

# **FNSISV417 Use medical terminology in an insurance context**

**Release: 1**

## FNSISV417 Use medical terminology in an insurance context

### Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

### Application

This unit describes the skills and knowledge required to understand, use and respond to important information involving medical terminology in relation to insurance policies.

The unit applies to those working in health insurance or workers' compensation sectors where medical and health considerations are a core function of responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Insurance services

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Interpret insurance-based information containing medical terminology	1.1 Receive and follow written and verbal instructions containing medical terminology 1.2 Read and interpret documentation containing medical terminology 1.3 Seek clarification when necessary
2. Communicate using medical terminology	2.1 Use medical terminology in insurance-based communications with stakeholders according to organisational policies, procedures and guidelines 2.2 Seek specialist advice from required stakeholders as necessary 2.3 Use medical abbreviations where required 2.4 Explain medical terminology in simple language to required stakeholders according to organisational policies and procedures

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> <li>Independently maintains up-to-date personal knowledge of medical terminology used in insurance contexts</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Interprets and synthesises complex language and specific medical terminology</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Notes specific medical terminology accurately and uses abbreviation conventions where appropriate</li> <li>Defines and explains specific terms for different audiences using writing conventions appropriate for different stakeholders</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Pronounces complex medical terminology accurately and clearly</li> <li>Defines specific medical terminology in a way that is appropriate to target audience</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>Follows clearly defined instructions regarding task completion and sequencing</li> </ul>
Technology	<ul style="list-style-type: none"> <li>Uses digital technologies to access information required to complete work tasks</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to FNSISV407 Use medical terminology in an insurance context.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>