



Australian Government

Department of Education, Employment and Workplace Relations

HLTMAP408B Administer the information management system of a medical practice

Release: 1

HLTAMAMP408B Administer the information management system of a medical practice

Modification History

Not Applicable

Unit Descriptor

Descriptor

This competency unit describes the skills and knowledge required to set-up, administer and maintain the information management system of a small to medium size medical practice

Application of the Unit

Application

All skills and knowledge described in this competency unit are to be applied in line with duty of care, taking responsibility for priority of client safety and with due compliance to legal and ethical requirements, including client privacy and confidentiality

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Administer medical practice information *systems*

- 1.1 Adapt general knowledge of medical information management systems to address specific practice needs
- 1.2 Identify and recommend system improvements where appropriate
- 1.3 Maintain awareness of current software and hardware and notify appropriate personnel of training needs as required
- 1.4 Provide information to practice principals on software updates and patches
- 1.5 Load updates and patches, as required
- 1.6 Liaise with information management system vendors, suppliers and maintenance personnel

2. Ensure *security of data*

- 2.1 Ensure system has adequate security and regularly check that security measures are working
- 2.2 Perform regular data back-ups and store appropriately
- 2.3 Test back-ups periodically to ensure integrity of back-up data
- 2.4 Ensure those with access to practice data understand obligations in relation to privacy, confidentiality and security

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 3. Maintain quality and integrity of data | 3.1 Promote completeness of data set as per RACGP Standards for Minimum Data Set |
| | 3.2 Code data according to practice protocols |
| | 3.3 Teach other practice members procedures for coding data |
| | 3.4 Promote use of formats that allow <i>data searchability</i> |
| | 3.5 Perform data cleaning as required |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Essential computer hardware - how to use and what is required in an adequate system
- General Practice Computing Group (GPCG) Security Guidelines
- How to maintain data security
- Industry standards for coding of data
- Legislation and industry standards related to the confidentiality, privacy and security of client information
- Medical software
- Medical terminology
- Occupational health and safety principles
- Practice protocols
- RACGP Standards for General Practices including Minimum Data Set
- Scope of own medical assisting role

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Evaluate currency and adequacy of systems and make appropriate recommendations
- Extract data from practice database
- Perform data cleaning
- Seek assistance when required
- Understand and compare quotes for hardware and software packages
- Use computers
- Use communication skills to:

REQUIRED SKILLS AND KNOWLEDGE

- communicate clearly
- document information appropriately in medical records
- follow complex instructions
- interact appropriately with members of the health care team and external vendors, suppliers and maintenance personnel
- interpret procedures and policies and user manuals
- relay information, using appropriate medical terminology and grammar
- Use numeracy skills to code data

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Method of assessment:

- Assessment should involve written and/or oral examination as well as simulation, demonstration and production of simulated work samples
- Students are also to be assessed during practice placement through supervisor reports, self-reflective journals and observation

EVIDENCE GUIDE

Resource implications

Assessment requires access to:

- scope of own medical assisting role
- RACGP Standards for General Practices
- GPCG Security Guidelines
- legislation and standards for privacy, confidentiality and security of client information
- medical software database package with sample database
- computer hardware, software and storage devices
- examples of coding, eg ICPC manuals
- lists of vendors, suppliers and maintenance personnel

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Systems may include:

- Hardware
- Software
- Communications

Improvements may include:

- Software upgrades
- Hardware upgrades
- Communications upgrades
- Better use of existing systems

Security may include:

- Anti-virus software
- Firewall
- PKI
- Disaster Plan
- Password policy

Code may include:

- Practice-specific coding, eg flagging "did not attends"
- Software specific codes, eg drop-down box selection for diagnosis
- Industry codes, eg ICPC

Searchability of data may refer, for example, to:

- Searchable format for electronically transferred pathology results

Unit Sector(s)

Not Applicable