



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	Independently maintains up-to-date personal knowledge of medical terminology used in insurance contexts
Reading	Interprets and synthesises complex language and specific medical terminology
Writing	- Notes specific medical terminology accurately and uses abbreviation conventions where appropriate - Defines and explains specific terms for different audiences using writing conventions appropriate for different stakeholders
Oral communication	- Pronounces complex medical terminology accurately and clearly - Defines specific medical terminology in a way that is appropriate to target audience
Planning and organising	Follows clearly defined instructions regarding task completion and sequencing
Technology	Uses digital technologies to access information required to complete work tasks

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>

Assessment Requirements for FNSISV417 Use medical terminology in an insurance context

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- use medical terminology in an insurance context on at least two different occasions.

In the course of the above, the candidate must:

- accurately interpret and respond to instructions containing commonly used medical terminology and abbreviations
- communicate appropriately by spelling and pronouncing medical terminology
- use simple language to communicate medical matters to clients.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies, procedures and guidelines relating to using medical insurance terminology in insurance-based communications with stakeholders
- commonly used medical terminology and abbreviations
- organisational products that relate to medical insurance and contain medical terminology
- codes or compliance requirements that relate to the medical insurance sector
- procedures and practices in communicating medical terms in insurance to a range of stakeholders
- ethical issues and good practice in communicating to clients about medical matters in insurance
- techniques for maintaining an up-to-date personal knowledge of medical terminology used in insurance contexts.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational insurance records
- organisational policies, procedures, and guidelines relating to insurance context in performance evidence
- organisational equipment, technology, software and consumables.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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