



**Australian Government**

# **FNSPIM505 Use medical knowledge in the management of personal injury claims**

**Release: 1**

# FNSPIM505 Use medical knowledge in the management of personal injury claims

## Modification History

| Release   | Comments                                                                                               |
|-----------|--------------------------------------------------------------------------------------------------------|
| Release 1 | This version first released with FNS Financial Services Training Package Training Package Version 1.0. |

## Application

This unit describes the skills and knowledge required to apply medical information and knowledge of body systems and functions to personal injury management. It includes an overview of how human body systems are impacted by personal injuries and knowledge of common personal injury treatments, prognoses and management strategies.

It applies to individuals who have well developed skills and a broad knowledge base of the sector, services and organisation and take responsibility for case and/or technical management of claims.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

## Unit Sector

Personal injury management

## 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. Determine types and impacts of personal injuries | 1.1 Research the location and nature of most common types of personal injuries<br>1.2 Determine the physiological impacts of personal injuries on identified body systems and their functioning<br>1.3 Identify the bio psychosocial effects of personal injuries and the personal injury management process on the claimant and significant others |

| ELEMENT                                      | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | 1.4 Use knowledge of types and impacts of personal injuries in the management of claims                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2. Research common treatments and prognoses  | 2.1 Identify the most common disorders arising from personal injury<br>2.2 Determine the most common treatments and prognoses of common disorders arising from personal injury<br>2.3 Research bio psychosocial barriers to effective treatment of personal injuries and strategies to manage them<br>2.4 Identify and coordinate appropriate services to manage personal injuries for claimants                                                                                                                                       |
| 3. Analyse and interpret medical information | 3.1 Identify sources and obtain relevant medical information to meet specific personal injury management objectives<br>3.2 Use appropriate technology to analyse, interpret, store and share medical information to inform injury and claims management decisions<br>3.3 Seek advice from and escalate issues to appropriate specialists as required<br>3.4 Communicate accurate information about claims or cases using correct medical terminology to relevant stakeholders according to legislative and organisational requirements |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill    | Performance Criteria  | Description                                                                                                                                                                             |
|----------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning | 1.1-1.3, 2.1-2.4, 3.1 | <ul style="list-style-type: none"> <li>Actively researches and develops own medical knowledge in the context of personal injury insurance claims management</li> </ul>                  |
| Reading  | 1.1-1.3, 2.1-2.4, 3.1 | <ul style="list-style-type: none"> <li>Researches, interprets and analyses documentation from a variety of sources and records and consolidates relevant related information</li> </ul> |
| Writing  | 3.2, 3.3, 3.4         | <ul style="list-style-type: none"> <li>Organises, collates and documents medical information relevant to personal injury management</li> </ul>                                          |
| Oral     | 3.3, 3.4              | <ul style="list-style-type: none"> <li>Uses correct terminology to participate in verbal exchanges or request specific medical information or</li> </ul>                                |

|                            |                    |                                                                                                                                                                                                                                             |
|----------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication              |                    | advice from specialists                                                                                                                                                                                                                     |
| Numeracy                   | 1.1, 2.1, 2.2      | <ul style="list-style-type: none"><li>Accurately interprets statistical reports and information related to medical data</li></ul>                                                                                                           |
| Navigate the world of work | 2.4                | <ul style="list-style-type: none"><li>Uses a broad range of strategies to develop relevant knowledge and skills</li><li>Works within legislative and regulatory requirements in managing information</li></ul>                              |
| Interact with others       | 3.2-3.4            | <ul style="list-style-type: none"><li>Collaborates and networks with a variety of stakeholders in order to achieve outcomes</li></ul>                                                                                                       |
| Get the work done          | 1.4, 2.4, 3.2, 3.3 | <ul style="list-style-type: none"><li>Uses a range of digitally based technologies to access, extract, store and share relevant personal injury management information</li><li>Accesses specialist advice or services as required</li></ul> |

## Unit Mapping Information

| Code and title<br>current version                                           | Code and title<br>previous version | Comments | Equivalence status |
|-----------------------------------------------------------------------------|------------------------------------|----------|--------------------|
| FNSPIM505 Use medical knowledge in the management of personal injury claims | Not applicable                     | New unit | No equivalent unit |

## Links

Companion Volume implementation guides are found in VETNet -

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

# Assessment Requirements for FNSPIM505 Use medical knowledge in the management of personal injury claims

## Modification History

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## Performance Evidence

Evidence of the ability to:

- research, request, share and analyse medical information in the context of personal injury insurance claims management
- use correct medical and anatomical terminology in communications with relevant stakeholders
- use medical information to assist in making decisions and undertaking personal injury management work.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify appropriate sources of relevant medical information
- define common medical and anatomical terminology used in personal injury management
- outline the key features of the structure and physiology of major body systems, including:
  - cells, tissues and organs
  - cardiovascular system
  - respiratory system
  - musculoskeletal system
  - endocrine system
  - digestive system
  - urinary system
  - integumentary system
  - lymphatic system
  - sensory systems
  - immune system

- neurological system
- describe common types of personal injuries obtained through trauma, exposure, overuse, toxins and other environmental hazards
- describe common disorders arising from personal injuries associated with a range of body systems and their impacts on the functioning of the relevant system
- outline the potential physical, psychological and emotional impacts of a range of disorders on the claimant and their impact on personal injury management strategies
- discuss common treatments and prognoses of a range of identified disorders
- outline referral services required to manage a range of disorders, including treatment, investigation and diagnostic services
- outline the key legislative, regulatory and organisational policy and procedural impacts on entitlement and the personal injury management process.

## Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- anatomical models, charts and/or diagrams
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

## Links

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