**Marker Guide 6**

Interpret and Apply Medical Terminology

BSBMED301



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SHORT RESPONSE QUESTIONS

Section 1

Introduction to Medical Terminology

Introduction to Medical Terminology

1.1 Medical terminologies are usually made up of three different components or word parts. Briefly describe each of the following word part.

a) Word root (Your response should be approximately 30 words)

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| Students must correctly describe word roots. Student responses may include: * Foundation of a word
* Usually consists of the core meaning behind any term
* Typically attached with a prefix and/or a suffix to give the term the exact meaning
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b) Prefix (Your response should be approximately 20 words)

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| Students must correctly describe prefixes. Student responses may include: * Usually used before the word root to convey a certain condition to enhance the meaning of a word.
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c) Suffix (Your response should be approximately 30 words)

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| Students must correctly describe suffixes. Student responses may include: * Usually attached to the end of a word root with a combining vowel
* Used to provide further information such as a procedure or diseases
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1.2 Abbreviations are commonly used in the medical setting to allow work to be more efficient. Identify the correct meaning for each of the abbreviations below (Each response should be approximately 3 words).

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| Students must correctly identify the meaning of each abbreviation. |
| **Abbreviation** | **Definition/Meaning** |
| a) ICU | Intensive care unit |
| b) O/E | On examination |
| c) PD | Provisional diagnosis |
| d) STAT | Immediately |
| e) CXR | Chest x-ray |

1.3 Provide a brief description for each of the following diagnostic tests.

a) Gastroscopy (Your response should be approximately 80 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * Sometimes known as upper endoscopy, and a procedure that involves a gastroscope (a type of endoscope), a flexible tube, to examine the patient’s upper digestive tract.
* The endoscope is inserted into the mouth and travels down the oesophagus and then into the stomach and the first part of the small intestines.
* It is usually performed to investigate indigestion or nausea; sometimes it is performed to treat conditions such as bleeding ulcers or to remove a foreign body.
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b) Ultrasound (Your response should be approximately 40 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * it is a process used for screening and diagnosis of the patient’s conditions by using sound waves to capture a real-time picture of the inside of the body.
* It is a non-invasive procedure and does not use radiation.
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c) Biopsy (Your response should be approximately 60 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * the process of taking a small piece of tissue from the patient’s body to test it and helps diagnose disease.
* Depending on the part of body being looked at, it may involve the doctor cutting the skin to remove a small part of tissue or organ; or a needle is used to draw out some tissue.
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d) CT scan (Your response should be approximately 40 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * a type of x-ray that can create 3-dimensional images of the patient’s body, which provides different views and greater details than a 2-dimensional x-ray.
* CT scan is usually used over an x-ray to see the patient’s soft tissues.
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e) Liver function tests (Your response should be approximately 20 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * a group of blood tests to measure protein and enzymes produced or secreted by the liver.
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f) Magnetic resonance imaging (MRI) scan (Your response should be approximately 20 words)

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| Students must correctly describe the diagnostic test. Student responses may include: * it is a procedure that takes detailed pictures of the inside of the body with the patient lying on a table that slides through a tunnel in the middle of the MRI scanner.
* It can produce highly-detailed pictures and usually used to investigate and diagnose the patient’s condition.
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1.4 Imagine you are Olivia, who is working as a medical receptionist at a family medical practice. Read the case scenarios below and answer the following questions.

One of your roles at the medical practice is to arrange and book appointments for patients according to the instructions you receive from health practitioners and your supervisor.

a) Dr. Fiona, the general practitioner told you the following:

*“Olivia, could you help me make a couple of appointments for Kasey when she comes in again next Tuesday? She has been feeling pretty low in energy recently and mentioned feeling tired. I want to book a FBC test for her and also book her in with a haematologist for a follow-up.”*

Interpret Dr. Fiona’s instructions for you. Hint: Explain the meaning of medical terminologies such as FBC test and haematologist. (Your response should be approximately 60 words)

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| Students must demonstrate their understanding of interpreting oral instructions. Student responses may include: Dr. Fiona wants me to book some appointments for Kasey. The first one being a FBC test, or a full blood count test, which is a widely used blood test to diagnose a wide range of illness and infections. Dr. Fiona also wants an appointment booked with a haematologist, a medical specialist who specialists in blood-related conditions. |

b) Abby, a gynaecology nurse, provided the following instructions:

*“Olivia, the new patient Tiffany is experiencing some symptoms such as bloating and lower abdominal pain. Could you book an USS for her so we could investigate the cause of her discomfort?”*

Interpret Abby’s instructions for you. Hint: Explain the meaning of medical terminologies such as symptoms and USS. (Your response should be approximately 60 words)

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| Students must demonstrate their understanding of interpreting oral instructions. Student responses may include: Abby wanted me to help Tiffany, a new patient, to book an ultrasound scan, which is a process used to screen and diagnose the patient’s condition by using sound waves to capture a real-time picture of the inside of the body. This is because she is experiencing a couple of symptoms, which is her subjective experience of a potential health issue. |

c) A few minutes before your shift ends, your supervisor passed you the following note and instructed you to make an appointment phone call.

**“Tiffany,** ♀**, 52 years old, USS scan showed mass found in left abdominal. Book appointment with oncologist for follow up and specialist opinion and potential further tests to see if mass is cancerous”**

However, you have a more urgent task to complete before your shift ends, so you suggest asking your fellow worker to make the call instead. How would you interpret and pass on this information to your fellow worker? (Your response should be approximately 60 words)

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| Students must demonstrate their understanding of interpreting written instructions. Student responses may include: I need you to make an appointment for Tiffany, a 52-year-old female patient. The patient’s ultrasound scan revealed a mass located at her left abdominal. She needs to be booked in with the oncologist for further tests. |

1.5 Identify whether each of the medical specialists are matched correctly with their specialisation definition. If the match is incorrect, identify the correct medical specialist.

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| Students must demonstrate their understanding of the different medical specialists.  |
| **Definition** | **Medical Specialist** | **Matched correctly? If not, identify the correct medical specialist** |
| a) A doctor who specialises in diagnosing and prescribing treatment for defects, injuries, and diseases of the eye | Ophthalmologist | Yes |
| b) A doctor who specialises in the diseases of the genital tract in women | Obstetrician | No, gynaecologist |
| c) A doctor who specialises in the science of the central nervous system | Neurologist | Yes |
| d) A doctor who specialises in the interpretation of X-rays and other radioactive substances used for diagnostic purposes | Radiologist | Yes |
| e) A doctor who specialises in pregnancy, labour, and the puerperium | Gynaecologist | No, obstetrician |
| f) A doctor who specialises in the diagnosis and treatment of mental disorders | Psychologist | No, psychiatrist |

Interpreting Policies and Procedures of the Workplace

1.6 As you learned, it is important for you and your workplace to adhere to the local workplace health and safety laws. Identify the relevant work health and safety (WHS) laws in your area and provide a brief description.

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| Students must correctly identify the relevant WHS laws in their local area.State/Territory: xWHS laws: xExample responses are below. |
| **State/Territory** | **Act** |
| Australian Capital Territory | Work Health and Safety Act 2011 (ACT) |
| New South Wales | Work Health and Safety Act 2011 (NSW) |
| Northern Territory | Work Health and Safety (National Uniform Legislation) Act 2011 (NT) |
| Queensland | Work Health and Safety Act 2011 (Qld) |
| South Australia | Work Health and Safety Act 2012 (SA) |
| Tasmania | Work Health and Safety Act 2012 (TAS) |
| Victoria | Occupational Health and Safety Act 2004 (Vic) |
| Western Australia | Occupational Health and Safety Act 1984 (WA) |

1.7 One important component of WHS laws are emergency plans and procedures. Outline five (5) things that are typically included in an emergency plan. (Your response should be approximately 80 words)

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| Students must demonstrate their understanding of the things that are included in a typical emergency plan.Student responses may include:* emergency contact details for key personnel who have specific roles or responsibilities under the emergency plan, for example fire wardens, floor wardens and first aid officers
* contact details for local emergency services, for example police, fire brigade and poison information centre
* a description of the mechanisms for alerting people at the workplace to an emergency or possible emergency, for example siren or bell alarm
* evacuation procedures including arrangements for assisting any hearing, vision or mobility-impaired people
* a map of the workplace illustrating the location of fire protection equipment, emergency exits, assembly points
* triggers and processes for advising neighbouring businesses about emergencies, and
* the post-incident follow-up process, for example notifying the regulator, organising trauma counselling or medical treatment
 |

1.8 Respecting patient’s privacy and confidentiality is one of the most important principles that medical workers should adhere to when working in a medical setting.

a) Briefly explain how you should respect a patient’s rights to privacy and confidentiality of their health information. (Your response should be approximately 60 words)

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| Students must demonstrate their understanding of adhering to the privacy and confidentiality laws. Student responses may include: * adhere to Privacy Act 1988 to protect the patient’s privacy in health setting
* adhere to the regulations about how the patient’s health record and information can be shared and handled, including who has access to these documents
* do not discuss patient’s information and case notes with a third party unless explicit consent is provided by the patient
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b) In certain circumstances, the patient’s right to privacy and confidentiality are exempted from the privacy laws. Identify two (2) situations whereby you may use the patient’s health information without their consent (Your response should be approximately 60 words).

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| Students must demonstrate their understanding of adhering to the privacy and confidentiality laws. Student responses may include: * health practitioner/medical worker believes that the health and/or safety of the patient or someone else is going to be seriously threatened and the information will minimise the harm
* if the court subpoenas any documents or health records, you will need to hand them over.
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1.9 Imagine you are Kasey, an allied health services assistant working at Always Healthy, an allied health clinic. Read the scenarios below and answer the following questions.

One of your roles as an allied health services assistant is to respond to phone enquiries.

a) You received a phone call from a potential patient, Maya, about the dental services provided by your clinic. Provide three (3) considerations that you should keep in mind when responding to the patient (Your response should be approximately 30 words).

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| Students must demonstrate their understanding of the considerations to keep in mind when responding to phone enquiries. Student responses may include: * the tone and speed when speaking on the phone
* answering the phone in a professional manner
* prioritise emergency calls and triage the urgency of each caller, including how to ask about patient’s signs and symptoms
* taking messages, including the information to take down
* transferring to a health practitioner or fellow worker
* not using speakerphone to respect patient’s privacy
* performing call backs/follow-ups phone calls
 |

According to your workplace telephone protocol, staff must remain polite and professional when on the phone with external stakeholders. Staff should also keep in mind to not use jargon when speaking on the phone with (potential) patients to minimise any confusion, and always try their best to help and clarify the patient’s enquiry. However, if the other party becomes aggressive or abusive on the phone, staff should politely remind them to refrain from using abusive language. If it escalates further, staff should terminate the call or seek assistance from the practice manager. Staff should also always end every interaction (oral and written communication) with “Thank you again for contacting Always Healthy Health Clinic and we look forward to assisting you with your health needs”.

b) As the phone call progresses, Maya’s tone gets more upset and her volume increases. She mentioned she was upset about the service fee being so expensive and demanded a discount, to which you responded that is not in line with the clinic’s billing policy. Maya started to use abusive language and becomes aggressive.

 Briefly outline how you would respond to the patient (Your response should be approximately 80 words).

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| Students must demonstrate their understanding of how to adhere to the policies and procedures of the workplace. Example response: “Maya, I can hear how upset and frustrated you are about the service fee that our clinic charges. However, as I mentioned, in line with our billing policy, we could not provide a discount on the predetermined fee. Further, it is inappropriate for you to use inappropriate and abusive language. Could you please refrain using inappropriate language? Otherwise, I will have to terminate the call and we can continue the call at a more appropriate time. What do you think?” |

c) As part of your daily work routine you are required to clean and disinfect the reception area every two hours and conduct a thorough clean of the clinic during closing. Additionally, you need to get in touch with Medicare to handle a claims dispute in the afternoon before they close at 4pm. You are also in the middle of responding to an email enquiry that you received an hour ago but still require some information from Julia, a health practitioner who is away for lunch.

 Utilise the space below to create a checklist to help you with keeping track with your tasks.

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| **Task** | **When?** | **Status** | **Follow-up?** |
| i) Clean and disinfect reception area | Every two hours | In progress | No |
| ii) Thorough clean of the clinic | At closing | Not yet complete | No |
| iii) Get in touch with Medicare for claims dispute | Before 4pm | Not yet complete | No |
| iv) Respond to email enquiry | Before 4pm/5pm | In progress | Yes. Julia. |

d) You are completing one of your routine tasks – responding to an email enquiry. You received an email from Jaclyn, who is enquiring the dental service fee for dental check-up and tooth filling services and at your clinic and whether these services are covered by their private health insurance at your clinic. When you check the office manual, you learned that patients who have private health insurance with Myhealth, Professional Health, and Medical Secure can process their claims at the clinic directly. Your clinic charges $125 for a general dental check-up and $195 for tooth filling services (per tooth).

 Keeping in mind your clinic’s protocol when engaging external parties to be professional and polite, how would you respond to this email enquiry? Complete the email template below.

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| Students must demonstrate their understanding of how to adhere to the policies and procedures of the workplace.  |
| **Always Healthy Health Clinic**Dear Jaclyn,Thank you for getting in touch with our clinic and your inquiry about our dental services. The fee for a general dental check-up at Always Healthy Health Clinic is $125. As for the tooth filling service, each tooth that requires treatment will be $195. In addition, if you have private health insurance that has dental cover with one of the following insurers, we can process your claims for you at our clinic:* Myhealth
* Professional Health
* Medical Secure

For other health insurers, we will provide you with an invoice and receipt so you can process the claims with your health insurer. Please do not hesitate to get in touch with us if you have any questions about our services or require further clarification about the above information. Thank you again for contacting Always Healthy Health Clinic and we look forward to assisting you with your health needs. Yours sincerely, Kasey Allied Health Assistant |

e) After sending out the response to Jaclyn, they replied after two hours seeking for further clarification about the tooth filling service. Jaclyn wanted to learn more about the procedure itself before making an appointment with the clinic, including any potential side effects. However, this is the first time you have come across an enquiry about tooth filling service and are unsure about certain information. Briefly outline one (1) action you can take to assist you in completing this task (Your response should be approximately 40 words).

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| Students must demonstrate their ability to see for assistance and clarification from their supervisors. Example response: If the dentist is not busy, I seek assistance from them and ask them in person to clarify the tooth filling procedure, especially if there is any potential side effect, so that I can respond to the patient enquiry. |

f) Before opening, you were browsing through the practice manual to familiarise yourself with the clinic’s service fees. You come across a dental procedure, *bitewing x-ray*. You have not come across this medical terminology before and do not understand what this procedure is.

i) Identify two (2) sources that you can check on to find out what *bitewing x-ray* is (Your response should be approximately 5 words).

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| Students must demonstrate their ability to identify sources of information to check on medical terminologies. Example response: * WebMD Dictionary
* Medical Term
* Merriam-Webster Medical Dictionary
 |

ii) Interpret and explain the medical terminology, *bitewing x-ray* (Your response should be approximately 40 words)*.*

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| --- |
| Students must demonstrate their ability to interpret and understand specialised medical terminologies. Example response: * A common type of dental x-ray taken during a routine dental checkup
* The x-ray usually shows upper and lower teeth in a select area on the same film to check for decay in between teeth
 |

1.10 Imagine you are working as a medical receptionist at a general practice. Read the case scenario below and answer the following questions.

a) You are tasked to update a patient, Niha’s case records, including their new prescription. Dr. Anya Clark, the general practitioner at your workplace, passed you a prescription note for you to update their records. Below is an extract of her prescription:

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| ***Voltaren Tab-Ec 50mg TDS x 5d*** |

 Interpret the prescription above (Your response should be approximately 25 words).

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| Students must demonstrate their ability to interpret and understand prescription and specialised medial terminologies. Example response:The doctor prescribed Niha with Voltaren in the tablet form that has 50mg dosage and should be taken three times a day for five days.  |

b) The next task on the list is to prepare a referral letter on behalf of Dr Anya to Carol Ming, a physiotherapist who specialises in cycling injuries. You are to prepare a referral letter for Luana Sandez, a 33-year-old female patient who recently injured their ankle after falling off her bicycle and has been experiencing pain in her ankle. She hopes to reduce the pain and be able to cycle again soon, as her ankle experiences discomfort when she tries to pedal. Luana also mentioned that she has been experiencing some knee pain prior to the ankle injury which she also wants to improve on and hopes to work with the physiotherapist to learn the correct cycling posture to prevent any future injury and pain.

 Complete the referral letter below so that Luana can be referred to the specialised physiotherapist (Your response should be approximately 150 words).

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| Students must demonstrate their ability to produce a referral letter.  |
| 15 December 2022Mrs. Carol MingSporty Sports Physiotherapy 4B/87 Cognac LaneFortitude Valley QLD 4000Dear Mrs Ming,Re: Luana SandezMs Sandez has recently approached me as she is experiencing some signs of pain at her ankle and knee. She would like to work with you to help her with her pain, mainly by learning the correct cycling posture. Ms Sandez is a 33-year-old female and started experiencing some ankle pain when she fell off her bicycle recently. She reported that she has been unable to cycle as her ankle would be painful when she gives it a go. Ms Sandez also reported knee pain, which she started experiencing before her ankle injury.Ms Sandez would require physiotherapy to help with her ankle recovery. She would also like to have some sessions with you to learn the correct and appropriate cycling posture to help with her knee pain and prevent future pain. I would be grateful for your professional opinion and please do not hesitate to contact me if you have any questions about Ms Sandez’s condition.Yours sincerely,Dr. Anya Clark |

c) One of your roles is to invoice patients after their visit and process payments. A new patient, Iris, just finished her telehealth consultation with Dr. Anya, and you are preparing Iris’ invoice. However, this is the first time you invoice a patient who received telehealth services and unsure about the MBS item number.

 Briefly outline your next step(s). (Your response should be approximately 20 words).

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| Students must demonstrate their ability to interpret and understand prescription and specialised medial terminologies. Example response:I should ring Dr. Anya and clarify with her which MBS item number should be invoiced to Iris. |

Section 2

Applying Medical Terminology Appropriately

Carrying Out Routine Tasks

2.1 Imagine you working as a medical administrative officer in a family medical practice. Read the case scenarios below and answer the following questions.

Your role mainly consists of greeting and receiving patients arriving at the practice, answering patients’ enquiries, and performing administrative tasks as required. Your workplace has a protocol that guides staff when engaging with external parties such as patients and external health professionals.

* In particular, when receiving patients and visitors, staff should greet them with a warm and friendly smile and ask how the staff can assist them.
* Through the interaction, staff should remain polite and professional and assist the patient as much as they could.
* Staff should also keep in mind to minimise the use of jargon to prevent confusion; if the use of medical terminology is unavoidable, you can check in with patients whether they understand and require further clarification.
* In written communication, staff should always start by introducing themselves and the purpose of communication. They should also sign off with their full name and their position within the practice to keep track of the communication records.
* If patients have any further concerns or questions, they can always contact the practice by calling 07 9996 9955, or by emailing hello@famedicalprac.com.au

Below is an extract of the services offered by your practice and the associated fees.

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| --- | --- | --- |
| **Service** | **Fee** | **Out-of-pocket fee** |
| Standard consult  | $90 | $50.25 |
| Standard consult (first-time patient) | $100 | $60.25 |
| Long consult (more than 15 minutes) | $120 | $80.25 |
| Telehealth | $90 | $50.25 |

a) This morning, a new patient, Lisa Bloggs, walked into the practice. You greeted them according to the workplace protocol and asked how you could assist them. The patient was curious if the practice accepts new patients and if so, she would like to know the fees to consult a general practitioner.

 Outline how you would respond to this patient’s enquiry (Your response should be approximately 80 words).

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| Students must demonstrate their ability to communicate with patients using the appropriate medical terminologies. Example response:“Thanks for visiting us, Lisa! Our practice is accepting new patients at the moment. For a standard consult with new patients, our practice’s fee is $100, and there is a gap fee of $50.25. This means that you have to pay $50.25 out of your pocket and the remaining fee is covered by Medicare, if you have it. Ids there anything you would like me to clarify or would like to find out more about?” |

b) Lisa booked in for an appointment for later in the day. She was also referred by Dr. Paul Sinclair for a full blood count test and cholesterol test, which she has did after her GP consultation. Two days later, her pathology test results retuned and requires a recall with Dr. Paul within the next week to discuss her health conditions. You are tasked to contact Lisa to book in an appointment for this test results recall. You should keep in mind the workplace guidelines when communicating with Lisa.

 Hint: Your communication should mention the results have been received by the clinic and the purpose of the email is for her to book an appointment to discuss the results with the doctor.

 Complete the email below to communicate this information with Lisa and schedule an appointment with her (Your response should be approximately 80 words).

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| Students must demonstrate their ability to communicate with patients using the appropriate medical terminologies and according to the workplace requirements.  |
| Subject: Recall appointment Lisa BloggsDear Ms Bloggs,Your pathology test results have returned and received by our clinic. Dr. Paul would like to request a recall appointment with you to discuss your test results and how to manage your health. Please schedule an appointment with us either by calling us on 07 9996 9955 or replying to this email.If you have any further questions, please do not hesitate to contact us. Thank you and we will see you at your next appointment.Yours sincerely, Jane SmithMedical Administrative Officer |

c) After Lisa attended her recall appointment, Dr. Paul suggested Lisa to see a dietician so she could maintain a healthy diet due to her health conditions. You are instructed by Dr. Paul to write a referral letter to Holly Nelson, a dietician in the local area.

Details about Lisa’s condition:

* Lisa is a 59-year-old female who is experiencing signs of chest pain and find it difficult to breathe sometimes. She is concerned as her father passed away a while ago due to heart disease and her mother had two strokes over the past seven years.
* Lisa does not think that she has a healthy diet, mainly consists of takeaways and fast food. She claims that her unhealthy relationship with food is due to her upbringing, as her parents are not the best role models when it comes to food and healthy diet.
* Lisa wants to work with a dietician to guide her on maintaining an appropriate and healthy diet for herself and wish to work on building a healthy relationship with food.

Complete the referral letter below so that Lisa can be referred to the dietician (Your response should be approximately 150 words).

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| Students must demonstrate their ability to produce a referral letter.  |
| 15 December 2022Ms. Holly NelsonHollystic Health and Dietetics Clinic958 Fritti StreetFortitude Valley QLD 4000Dear Ms Nelson,Re: Lisa BloggsMs Bloggs has recently approached me as she is experiencing some signs of chest pain and find it difficult to breathe at times. She shared that her diet has not always been the healthiest as it mostly consists of takeaways fast food. She would like to work with you to help her with her diet, mainly by building a healthy relationship with food and eating more healthily.Ms Bloggs is a 59 year old female and started experiencing chest pain a few weeks ago. She shared that she become concerned of her health as her father passed due to heart disease and her mother suffered two strokes over the past seven years. Ms Bloggs also shared she is worried she would be like her parents as they were not good role models when it comes to relationship with food and diet.Ms. Bloggs would require dietetics consultations to guide her on maintaining an appropriate and healthy diet for herself as well as building a healthy relationship with food. I would be grateful for your professional opinion and please do not hesitate to contact me if you have any questions about Ms. Bloggs’ condition.Yours sincerely,Dr. Paul Sinclair |

d) As this is your first time writing a referral letter to an external health professional, you are unsure whether you have used the appropriate tone and language. You recalled that Brett, a senior worker at your workplace, is experienced at writing referral letters, and decided to see if Brett could proofread the document.

 Outline what you could say to Brett to verify your referral letter (Your response should be approximately 70 words).

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| Students must demonstrate their ability to communicate with fellow workers to seek for their verification of students’ written communication. Example response:“Hi Brett, I was wondering if you could help me proofread a referral letter? It’s my first time writing one to an external health professional and I’m hoping you can have a look? I know you are experienced at writing referral letters so please let me know if the letter is clear, whether the tone is appropriate, and whether more information is required! Thanks!”.  |

2.2 Imagine you are Huda, who is working as a medical administrative assistant at Woodrow Medical Practice. Read the case scenarios below and answer the following questions.

 Your responsibilities as a medical administrative assistant include, but not limited to the following:

* Wipe down the surfaces at communal area before opening
* Disinfect the reception area every three hours
* Conduct a thorough clean of the communal area during closing
* Organise team meetings that occur weekly at 3pm Thursday, including sending out meeting memorandum by 12pm and recording meeting minutes
* Process Medicare claims for patients and liaise with Medicare if issues arise
* Complete ad-hoc administrative tasks as requested

Other than the routine tasks, Aviral, your supervisor, instructed you to put together some information about appendicitis to create a new information booklet for patients by end of the day. You also need to let Aviral have a look before sending it off for printing. The physiotherapist at your practice, Fiona, requested you check in with two patients about their progress and also remind four patients for today’s appointment by 10am.

a) Today is Thursday and you are creating a checklist to help you keep track of your task for the day. Utilise the space below to create a checklist to help you with keeping track with your tasks.

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| --- | --- | --- | --- |
| **Task** | **When?** | **Status** | **Follow-up?** |
| i) Wipe down surfaces at the communal area | At opening | In progress | No |
| ii) Clean and disinfect reception area | Every three hours | In progress | No |
| iii) Thorough clean of the clinic | At closing | Not yet complete | No |
| iv) Send out meeting memorandum  | By 12pm | Not yet complete | No |
| v) Process Medicare claims | Before closing | Not yet complete | No |
| vi) Record meeting minutes | During meeting | Not yet complete | No |
| vii) Research information about appendicitis | By end of the day | Not yet complete | Yes, with Aviral |
| viii) Check in with two patients about their recovery progress | By end of the day | Not yet complete | Yes, update Fiona |
| ix) Remind four physiotherapy patients about today’s appointment | By 10am | Not yet complete | No |

b) One of the tasks you were instructed to complete was to research about appendicitis and put the information together for an information booklet for the patients.

 Identify two (2) sources that you can use to start off your research about appendicitis. (Your response should be approximately 5 words).

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| Students must demonstrate their ability to identify sources of information to check on medical terminologies. Example response: * WebMD Dictionary
* Medical Term
* Merriam-Webster Medical Dictionary
 |

c) After looking up about appendicitis, you put together the following information in a document:

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| * Apendititis is the inflemmation of apendix. When food or faecal matter lodge in the narrow tube of the appendix, the blockage itself can cause infection.
* The apendix is a thin tube, tail, or appendage growing out of the caecum, which is a part of the large intestine on the lower right side of the abdomen.
* Some sumptoms include dull pain centred around the navel, and progresses to a sharp pain in the lower right side of the abdomimen, fever, and vomiting.
* Treatment includes an operation to remove the apendix completely, and this procedure is known as an apendicetomy, whereby the apendix is removed.
* Some patients may opt to take antibiotics instead of undergoing surgery but are usually reserved for patients who are unfit to undergo surgery.
 |

 Based on the document above, identify any spellings mistakes and identify the correct spellings.

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| Students must demonstrate their ability to correctly spell medical terminologies. |
| **Mistakes** | **Correct Spelling** |
| i) Apendititis | appendicitis |
| ii) Inflemmation | inflammation |
| iii) Apendix | appendix |
| iv) sumptoms | symptoms |
| v) abdomimen | abdomen |
| vi) apendicetomy | Appendectomy/appendicectomy |

d) After spotting the mistakes, you check the document twice again to avoid further spelling mistakes. Before sending off to the printing company to print out the booklet, you need to let Aviral check your work.

 Outline what you could say to Aviral to verify your work (Your response should be approximately 50 words).

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| Students must demonstrate their ability to communicate with fellow workers to seek their verification of students’ written communication. Example response:“Hi Aviral, I’ve completed the task to put together the information booklet. I was wondering if you could have a look at it before I send it off to the printing company? I’ve spotted some spelling mistakes but have rectified them. I would not want the incorrect medical terminologies to be printed and misinform our patients! Thanks!” |

e) Another task you were instructed to complete is to prepare for the upcoming team meeting at 3pm. The practice manager informed you of the meeting agenda:

“So as usual, we’ll start off the meeting by reviewing last week’s outstanding actions and roundtable from each team. There’s four patients’ enquiring about different clinical procedures that we need to discuss about with Dr. Rei, and also two patients’ fee structures and their financing. These two patients are requesting to pay their fees in instalment as they are going through some financial hardship at the moment, so we’ll discuss how we can proceed from here. We’d have to check the MBS item number we’d invoice them and the fee rebates for those items. Oh right, there was also a complaint received a couple days ago about the waiting area being too dull and boring so we can review that and action if necessary. That’s pretty much I could think of for now so probably end the meeting like how we usually do - whether anyone wants to share any events from the past week. Oh yes, and of course, Levi from speech pathology team will present on swallowing disorders for this week’s professional development.”

Based on the information above, complete the meeting memorandum template below to complete the task instructed to you (Your response should be approximately 60 words).

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| Students must demonstrate their ability to produce written communication, as instructed by their supervisor, in this case, a meeting memorandum.  |
| Memorandum of MeetingDate: 15/12/2022Time: 3pmDear colleagues, please be reminded that the weekly team meeting will take place today, with the following agenda:* Review last week’s outstanding actions
* Roundtable from each team.
* Discuss patients’ enquiries about clinical procedures with Dr. Rei
* Discuss two patients’ fee structures and their financial situation and whether we could offer a financial plan. Also, check the MBS item no and fee rebate for their clinical procedures.
* Review a complaint about the waiting area and discuss actions to be taken, if necessary.
* Swallowing disorders presentation by Levi from speech pathology team

Please let me know if there are any other issues that you would like to discuss with the whole team. Thank you!  |

f) After the meeting, Dr. Rei instructed you to get in touch with Callum, an external occupational therapist. Dr. Rei would like to get an update on a patient’s progress. The patient, Erika Sharmial, is a 6-year-old female with a developmental delay in her fine motor skills. Erika has been receiving occupational therapy with Callum for about a year now and was due for a quarterly motor skill assessment. Dr. Rei instructed you to request for a copy of the assessment results that was supposed to be sent in last week before Erika’s appointment tomorrow. Ideally, Dr. Rei would like to receive the report by close of business today so she could review it first thing tomorrow morning.

 Outline what you would say to Callum to complete your task.

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| Students must demonstrate their ability to perform oral communication with other health professionals. Example response:“Hi Callum, this is Huda from Woodrow Medical Practice, how are you doing? I’m calling with regard to a patient’s motor skills assessment results. The patient is Erika Sharmial, who was supposed to have her quarterly assessment results sent back to use last week. As Erika has an appointment with Dr. Rei tomorrow morning, it’d be great if you could send through her assessment results and report over by close of business today so Dr. Rei has sufficient to review Erika’s report before seeing her during the appointment. Let me know if there’s any issues and thanks Callum!” |