المركز الدولي للاستشارات الطبية
Al Dawli Health Consultations Center
www.aldawlihcc.com

NOTTING HILL COLLEGE
ACCREDITED Course Provider
LONDON - UK

Medical Secretary Diploma

Accredited program by Nottinghill College, London, UK

Why Medical Secretary Professional Diploma:-

- Accredited and international Certificate
- Opportunity to work as medical secretarial
- Start and professionalism your career in the medical field

Duration

12 weeks full-time, 15 weeks part-time

For more information

http://www.cme4uae.com
Al Dawli Health Consultations Center, Sharjah, U.A.E.
Tel : 06 5435222 Fax : 06 5435223 Mob : 056 6074116
E-mail : info@aldawlihcc.com

Al Dawli
Health Consultations Center
Accredited Course Provider
by
Notting Hill College-London-UK

Medical Secretarial Diploma

Contents

Program General Information 5
Program Title 5
Program level 5
Credits earn 5
Duration 5
Clock hours 5
Class Hour 5
Actual fees 5
Delivery format 5
No of students enrolled in the last academic year 5
Program Marketing 5
Target students 5
Marketing Strategy 5
Program Admission 5
Minimum number of student per class 5
Maximum number of student per class 5
Enrolment procedures 6
Refunding policy 6
Complaint Procedures 7
Attendance policy 7
Certificate procedures 7
Program Academics 7
Program mission 7
Program Objectives 8
Learning Outcomes 8
Program prerequisite 8
Specific Courses Pre-requisite 8
Program Content (Courses) 8
Faculty teaching Qualifications 13
Class room technology 13
Competencies developed during the learning process 13

Teaching methodology 14
Language of instruction 14
Recommended references (if applicable) 14

Program General Information

Program Title: -

Medical Secretarial Diploma

Program level

Professional certificate diploma

Credits earn

20 credit hour

Duration

12 week full-time, 15 weeks part-time

Clock hours

1 credit hour equal to 1 contact hour theory, 1.5 contact hour lab skills

Class Hour

5 lecture per week, 15 contact hours weekly

Actual fees

5000 AED

Delivery format

Class-room based classes, lab sessions and practical

No of students enrolled in the last academic year

NA

Program Marketing

Target students

The Medical Secretary program is designed to be suitable for candidates who are already working at hospitals or health institutes as well as beginners in the field to acquire the knowledge and skills to practice medical secretary job with high performance.

Marketing Strategy

Advertisement at "newspapers, website, etc", brochures, flayers and direct contact to the hospitals and health care facilities.

Program Admission

Minimum number of students per class

3 students

Maximum number of students per class

10 students

Enrolment procedures

Step 1: Complete the Application Form.

Step 2: Send application form together with the following items:

a) Registration fees 250 AED
b) Copies of your highest academic certificate and transcripts
c) Copy of your passport
d) 2 recent passport-sized photographs

Step 3:

Fees: can be paid by bank draft, cheque, bank transfer or cash in UAE Dirham's.

Deposits: Once you have received acceptance letter student are required to pay a deposit to reserve a place on the course. The deposit is applied towards tuition fees and is non-refundable except in case of course schedule time is changed by the center.

Early Payment Discounts: We have introduced Early Payment Discounts to help those applicants who need to plan ahead. If the students have been accepted onto a course and wish to receive this discount all he/she have to do is pay the course full amount and will then be guaranteed a reduction of 10% on the total tuition fees.

Installment Scheme: fees can be paid in two installments: 50% deposit before the beginning of the course, 50% before the second month.

Refunding policy

Refunds payable are subject to the following guidelines:

- **Registration Fee**: The Registration Fee is non-refundable except under the following circumstances: A 100% refund of AED 250 will be provided where an offer of admission is withdrawn; where we cannot deliver a unit/course.
- **Tuition Fees**: Tuition fees are non-refundable except under the following circumstances:
  - A 100% refund of tuition fees will be provided where an offer of admission is withdrawn; where we cannot deliver a unit/course.
  - A 50% refund of tuition fees will be provided where a student provides notification of withdrawal from a course/unit by submitting a completed and signed copy of the Change of enrolment/Withdrawal form to the Office within the first two weeks of the semester/trimester. Where a student withdraws from the course/unit after the second week of the semester/trimester, there will be no refund of tuition fees except as defined above. Where a student is required to withdraw from the university as a result of academic misconduct or violation of the Code of Conduct, all tuition and other fees remain payable without refund.

Complaint Procedures

Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve and by having a system which:

1. is easily accessible and well publicized.
2. is simple to understand and use.
3. is speedy, with established time limits for action, and keeps people informed of progress.
4. provides information to management so that services can be improved.

Our complaint procedures cover all aspects of our services including:

- the registration and provision of information.
- our services
- advice on company issues, and
- our general support of customers.

Our staff will do all they can to resolve the difficulty. If our staff fails to satisfy your concerns then please contact our Executive Director, at our main office. Mrs. Rania Alassam, Executive Director, Email: ralassam@aldawlihcc.com , or you may write to the CEO in our Main Office

Attendance policy

Students are expected to attend and fully participate in all classes. 80 percent attendance will be required in each course registered, or the student will be given "I" or an incomplete status in the official grade form and must repeat that particular course. If the student's absence reaches ten percent of the total scheduled lectures in individual subjects, he/she will be issued a first probation. If a student's absence record reaches 15 percent, s/he will be given a second probation, and if the student's absence reaches 20 percent, he/she will receive an "F" grade

Certificate procedures

A total of 20 Credits are required to graduate from the Program after passing the final exam of each course with minimum of 60%

Program mission

To prepare highly skilled medical secretaries with a diploma to prove competence of work with doctors, consultants, hospitals and other medical

Program Objectives

To graduate Medical Secretary Professionals with the high knowledge and skills required to practice their jobs.

Learning Outcomes

Upon program completion students will be able to:

- Use correct medical terminology in all health care applications.
- Demonstrate ability to utilize computer and other technology for health care applications.
- Perform medical secretary/administrative responsibilities (appointment scheduling, telephone procedures) to provide optimal services to patient and employer.
- Demonstrate professional development.

Program prerequisite

Comprehensive knowledge of a word processing program, competent keyboarding (at least 40 wpm), good letter layout and office practice skills...

Specific Courses Pre-requisite

High Secondary school Certificate

Program Content (Courses)

Course No	Course Title	Contact Hour		Credit hour
		T	P	
MS-001	Computer Applications 1	2	2	4
MS-002	Computer Applications 2	2	2	4
MS-003	Effective Business Communication	3		3
MS-004	Medical Terminology	3		3
MS-005	Medical Secretary	3		3
MS-006	Medical Audio Transcription	1	2	3

* T= theory, P=practical

1. **Computer Applications 1** **(4 Credit Hours)**

This course is designed for Medical Secretary to be able to 'drive' a computer with competent skills and high performance. Learn how to touch type accurately, using the correct keyboard technique and develop typing speed to improve productivity

Course Objectives:-

Upon successful completion of this course, participants should be able to:

- Raise the general level of competency in IT
- Improve productivity at work
- Reduce support costs
- Be more efficiently in IT
- Ensure that best practice and quality issues are understood and implemented.

Course content:-

- Concepts of Information Technology
- Using the Computer and Managing Files
- Word Processing
- Spreadsheets
- Databases
- Presentation

2. **Computer Applications 2** **(4 Credit Hours)**

Course Objectives:-

Upon successful completion of this course, participants should be able to:

- Identify the operations' parts of the typewriter and their functions.
- Learn the basic techniques involved in the operation of the keyboard.
- Reinforce weakness and strength in typing speed and skills already learned.
- Develop keyboard mastery and accelerate the speed.
- Type at least 25-60 word a minute.
- Determine the foundation for the production work in Secretarial World.
- Master the techniques involved in production work

Course content:-

- Typing skills includes; Parts of the keyboard, Essential operations, Rules in Punctuation Spacing, Determining the Gross Words a Minute, Typing Aids.
- General Review of Letters, Numbers and Special Symbols
- Mechanics of Typing Letters

3. **Effective Business Communication (3 credit Hour)**

The aim of this course to enable the learner to develop understanding of the communication skills necessary to work in a health care team with in general practice, hospitals, social care and other associated organizations.

Course objectives:-

Upon completion of this course the student will be able to:

- Communicate properly with patients
- Know the methods of patient's consultation.
- Communication in good manner with other colleagues

Course content:-

- Introduction to Communication: Principles of patient's communication, Requirement of good communication, Promotion of communication with patients
- Communication Obstacles: Environmental obstacles, Personal obstacles, Obstacles related to the patient
- Listening skills: Listening obstacles, Reflexes associated with listening and listening promotion.
- Listening practice and training
- Patients' consultation
- Conversation and ethics of communication: Receiving of telephone, Telephone issued from the work

4. **Medical Terminology (3 credit Hours)**

Medical terminology is at the heart of healthcare, whether you are working at the government or private health institute and is used in every specialty. If you are a secretary, receptionist, manager or, indeed, employed in any administrative grade, the chances are that you will need a good grasp of medical terminology to do your job effectively. Medical Terminology course is designed to provide learners, who have no previous knowledge of the subject, with grounding in the correct construction, recognition and usage of medical terminology.

Course Objective:-

Upon successful completion of this course, participants should be able to:

- Describe the structure and meaning of medical terms
- Understand the meaning of medical terms related to body systems

- Describe the meaning of medical terms for different medical specialties
- Know the meaning of abbreviations concerning drugs and prescriptions
- Correct spelling of medical terminology

Course Content:-

- Structure of medical terms
- Prescribed prefixes, roots and suffixes
- Terminology of prescribed body structures and systems
- Diseases, conditions, clinical procedures and investigations
- Pathology and x-ray investigations and procedures
- Pharmaceutical abbreviations
- Medical specialties

5. **Medical Secretary (3 credit Hours)**

This course introduces the student to the basic concepts and tasks of the medical secretary. This course also discusses the various skills required for a successful medical secretary. Course content relates directly to the medical field and includes applications in the areas of secretarial responsibilities, legal and ethical responsibilities, medical appointments, reception of patients medical records management, employee and patient/client relationships, and planning and developing meetings. The professional characteristics and favorable attitudes of the medical secretary are also discussed.

Course Objectives:

Upon successful completion of this course, participants should be able to:

- Understand the medical secretary profession.
- Recognize professional credentialing criteria.
- Understand the protocols of medical practice.
- Differentiate between administrative and clinical responsibilities of a medical Secretary.
- Schedule, coordinate, and monitor appointments
- Use professional telephone techniques.
- Prioritize and perform multiple tasks.
- Explain office policies and procedures.
- Perform basic clerical functions.

Course Contents:

- Introduction to the medical secretary profession, understanding the protocols of medical practice Medical Practice Systems, Medical Ethics, Medicine and the Law.
- Communicating with patients and colleagues, Interpersonal skills and human relation, Patient reception, Telephone techniques, Appointment scheduling.
- Written communication and Record Keeping, Correspondence and mail processing, Filing methods and record keeping.
- Financial Management, Professional fees and credit arrangement, Managing practice finances.
- Advanced Secretarial Skills, Assisting with Library research, Travel, and Meeting, Facility Environment, Management responsibilities, Assisting with Office Emergencies.

6. **Medical Audio Transcription (3 credit Hours)**

This course is designed to introduce the student to medical transcription skills using dictation from a variety of specialties. Emphasis is on transcription of medical reports with speed and accuracy. Concentration will be on proper formatting techniques, building speed and accuracy, keyboard competency, and proofreading of transcribed reports. Students will learn about the different documents a medical transcriptionist might transcribe, and the skills required for a successful transcriptionist. The course will include practice software to create a simulation approach, giving learners a working knowledge of the medical reports most commonly used in hospital and ambulatory care settings. Learners transcribe a variety of reports from inpatient case studies taken from actual medical reports. Organized by body system, reports transcribed include history and physical examination, operative, pathology, radiology, and discharge summary.

Course Objectives:

Upon successful completion of this course, participants should be able to:

- Demonstrate an understanding of how medical transcription is done
- Understand the importance of medical terminology in medical transcription
- Demonstrate working knowledge of the medical reports most commonly used in
- hospital and ambulatory care settings
- Demonstrate an understanding of the different formats and techniques
- Build speed and accuracy of transcription skills
- Understand the skills that makes a good medical transcriptionist

- Demonstrate keyboard competency, and proofreading of transcribed reports

Course contents:

- What is medical transcription, Why is transcription important, Is transcription the same as typing, How medical transcription is done?
- Definitions, Medical transcriptionist, The system of dictation and transcription, Accuracy
- Medico legal documents, History and physical examination, Consultation, Discharge. summary, Operative notes, Autopsy, Radiology reports, Pathology reports, Pathology reports
- Skills required, A love of language, Genuine interest in medicine, Comfort with medical terminology, Listening skills, The ability to work under pressure, Perfectionism, Patience, Integrity, A love of learning, Independence.
- Practice makes perfect, Medical terminology (using crosswords puzzles and other techniques to improve students proficiency in the language of medicine),Proofreading exercises, Fundamentals of English, Word-processing, Typing.

Faculty teaching Qualifications

Al **Dawli employs** competent faculty members qualified to accomplish the mission and goals of the program. When determining acceptable qualifications of its faculty, an institution gives primary consideration to the highest earned degree in the discipline. The institution also considers competence, effectiveness, and capacity, including, as appropriate, related work experiences in the field, professional licensure and certifications, honors and awards, continuous documented excellence in teaching, or other demonstrated competencies and achievements that contribute to effective teaching and student learning outcomes. For all cases, the institution is responsible for justifying and documenting the qualifications of its faculty.

Faculty teaching general education courses at the diploma/course/certificate should have a minimum of master's degree in the teaching discipline.

Class room technology

Al Dawli Class room are equipped with an instructor's laptop connected to 50 inch plasma TV, a portable LCD projector, White broad "240x120 cm", Computer lab contain 5 desktop. The Center connected with high speed network as well as wireless system.

Competencies developed during the learning process

This course is build to prepare students to work as secretaries in a variety of health care environments, including private physician's offices, allied health clinics, hospitals, long-term care facilities, or medically focused government departments and agencies. Students choosing this course

will gain valuable knowledge and hands-on experience in medical secretary. This unique skill set will broaden employment opportunities and is a pre-requisite to the Medical Secretary Transcriptionist profile. Learners will gain valuable work experience through supervised on-the-job training.

Teaching methodology

Different teaching methodologies are used according to course content and outcomes such as:- Traditional teaching methods (lectures – presentation), Problem based learning (PBL), Team based learning (TBL), Laboratory practice, Training application.

Language of instruction

English language

Recommended references (if applicable)

1. Medical Receptionists and Secretaries Handbook, Mari Robbins, 4th edition.
2. The Essential Medical Secretary: Foundations for Good Practice, Stephanie J. Green.
3. Medical Terminology: A Short Course, Davi-Ellen Chabner BA MAT, 5th edition