



QQI Level 5 Professional Medical Secretary Course Brochure

3 Day Practical Workshop

QQI Level 5 Qualification



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The Right Fit.....For You

Our QQI Level 5 Professional Medical Secretary Course equips you with a comprehensive overview of the skills used by successful medical secretaries. The course is ideal for all those working in administration within Private Consultant clinics, Hospitals, Doctor or Dentist surgeries and Private Health Clinics.

Working in the medical sector is interesting, challenging and rewarding – you'll need to be super-efficient with top IT skills, but also possess discretion, patience and empathy. The Professional Medical Secretary Course will teach you all the vital skills you need to be the welcoming and efficient face of a medical practice or department.

The Professional Medical Secretary Certification offers you the best of both worlds – all the skills you need to work in an office environment as a professional receptionist, plus specialist knowledge designed to help you thrive as a Medical Administrator. This means you can be confident in applying for a rewarding and interesting role as a Medical Administrator.

Our Professional Medical Secretary Course has been designed to be in line with the QQI Level 5 certification and each of our trainers has a qualification in training with years of industry experience.

"The course was amazing. It gave me a wonderful insight to myself and how I perceive others around me in the workplace. Highly recommend this course to others."

Adrienne Higgins, Operations Manager, IASIO



"Obviously a man with a deep academic knowledge of his subject. Fantastic to be trained by a true professional with knowledge far beyond the course material presented."

Deirdre O'Sullivan, Head of Human Resources, Terminal Four



"With regard to the training, we were all extremely happy on how it went. All in all, I would say we were extremely happy and would definitely use the service again. Thanks for the help."

Kim Heavin, Office Manager, O'Donoghue's Bakery





Why Choose Our Medical Secretary Course

DCM Learning's QQI Certified Medical Secretary Course offers a nationally recognised certification in Medical Administration and more importantly offers real life, practical skills, aimed at successfully managing a medical office in the real world. The QQI Level 5 Certification is one of the most sought after qualifications in Ireland.

Specific reasons to choose this course:



Experienced: We have trained 113 individuals successfully in QQI Level 5 Professional Medical Secretary Course over the last two years.



Pass Rate: Our learners have a 96.9% pass rate with the QQI Level 5 Professional Medical Secretary Certification.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: As a QQI quality assured training provider, DCM Learning can offer programmes leading to awards under the NFQ.

You're in Good Company

We have delivered the QQI Level 5 Professional Medical Secretary programme to the biggest brands in Ireland including Health Service Executive, Dental Care Ireland, Galway Clinic, Beacon Hospital, Hibernia Medical and the Blackrock Clinic so you can have confidence in our ability to deliver the results you want to achieve.





QQI Certification & Assessments

What is QQI (Quality and Qualifications Ireland)?



QQI (Quality and Qualifications Ireland) is responsible for the development and review of the National Framework of Qualifications.

QQI was established to combine the standalone agencies of FETAC, HETAC and NQAI. This means that awards previously offered as FETAC Level 5 have been revised, redesigned and are now QQI Level 5 awards.

Award Type and Credit Value for this Course

Medical Secretary is a Level 5 Minor Award. It sits at Level 5 on the National Framework of Qualifications (NFQ), and carries 15 credits. The course code is 5N2428.



How Do I Get Certified?

Attend DCM Learning's 3 Day QQI Level 5 Professional Medical Secretary Course

Complete Self-Directed Learning & Accompanying Assessment Work
Assignment - 40% + Skills Demonstration - 60%
Self Directed Learning includes research, reading, study, practice, reflection and preparation of assessment work

Submit your Assessment Work
You must submit your assessment work within 6 weeks of completing your training

Achieve Your QQI Certification
You will receive your QQI approximately 3 to 4 months after you have submitted your assessment work



Certified Professional Medical Secretary

COURSE OVERVIEW

The Professional Medical Secretary Course will teach you all the vital skills you need to be the welcoming and efficient face of a medical practice or department. You'll learn medical terminology covering a range of specialisms and general medical practice.

The Medical Secretary Certification offers you the best of both worlds – all the skills you need to work in an office environment as a professional receptionist, plus specialist knowledge designed to help you thrive as a Medical Secretary. This means you can be confident in applying for a rewarding and interesting role as a Medical Secretary.

We can also set actionable exercises for learners following each session to allow them to put the skills they have learned into practice back on the job.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Use and understand medical terminology
- Understand relevant legislation
- Manage healthcare records
- Create healthcare records
- Administer a medical office environment
- Prepare medical reports

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: MEDICAL TERMINOLOGY

- Medical Terminology
- Constructing Medical Terms
- Prefixes, Root Words and Suffixes
- Common Abbreviations
- Specialist Medical Terminology
- Other Medical Terms

TOPIC 2: LEGISLATION AND INFORMATION SOURCES

- Relevant Legislation
- Health and Safety
- Confidentiality and Ethics
- HSE Patient Charter
- Information Sources

TOPIC 3: HEALTHCARE REPORTS

- Healthcare Records
- Creating and Managing Healthcare Records
- Patient Care Guidelines
- Communication Skills
- Reception Skills
- Case Notes
- Medical Reports and Referrals



Course Content

TOPIC 4: ASSESSMENT PREPARATION

- Preparing for the written Assessment
- Preparing for Case Studies
- Understanding of and Completion of a Medical Report



Karen Maher

Training Associate

Karen is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. She is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. She is an Executive / Team Coach and Business Mentor for any size organisation.

Karen's career background provides a solid platform for all his interventions. She is a natural communicator who imparts her knowledge with humour and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

Karen has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Karen's qualifications and affiliations include:

- Diploma in Executive Business Coaching | Irish Management Institute
- Certified Mediator with the MII (Mediation Institute of Ireland)
- Post Graduate Certificate in Emotional Intelligence | Institute of Technology Carlow

"I just wanted to say thank you to Karen for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"

Niamh McCarthy, HR Manager, Spearline





**Set your career on the
right course**

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