



MEDICAL SECRETARY

QQI LEVEL 5 CERTIFICATION

QQI Level 5 | info@dcmlearning.ie | www.dcmlearning.ie

dcm THE
LEARNING
EXPERTS



Trusted, awarded
and accredited
course.

**To ensure we provide
the highest possible
standards in
learning.**

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Full Course Details

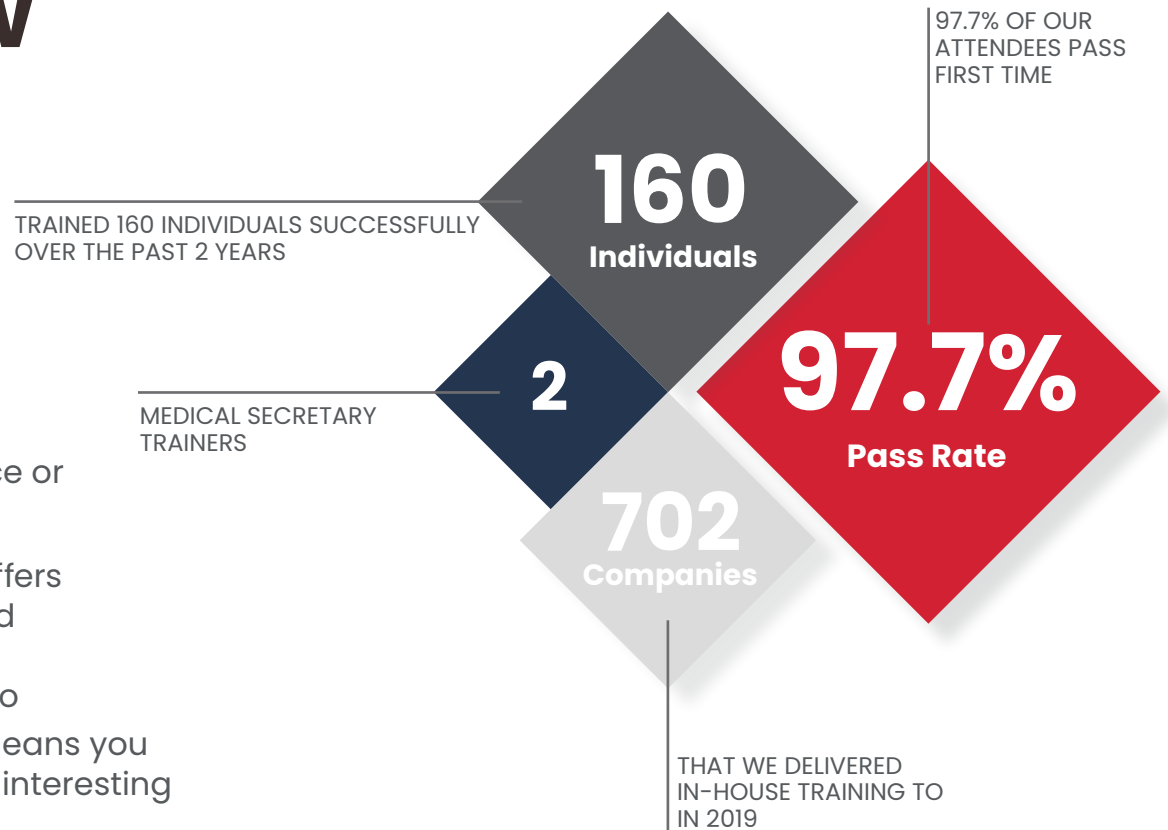
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Course Overview

MEDICAL SECRETARY

Working in the medical sector is interesting, challenging and rewarding – you'll need to be super-efficient with proficient 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.



“The experience we’ve had with DCM throughout the whole process has been second to none. You have all been extremely helpful, very accommodating and a general pleasure to work with. We look forward to dealing with you in the future!”

Karen Fennessy
HR Administrator
Teckro

teckro.

Why choose this MEDICAL SECRETARY COURSE

This training course equips you with a comprehensive overview of the skills used by successful medical secretaries. The course is ideal for all those currently working in a medical environment in both the public and private sector and will also serve as a good jumping off point for someone who wants to start their career as a medical secretary/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.

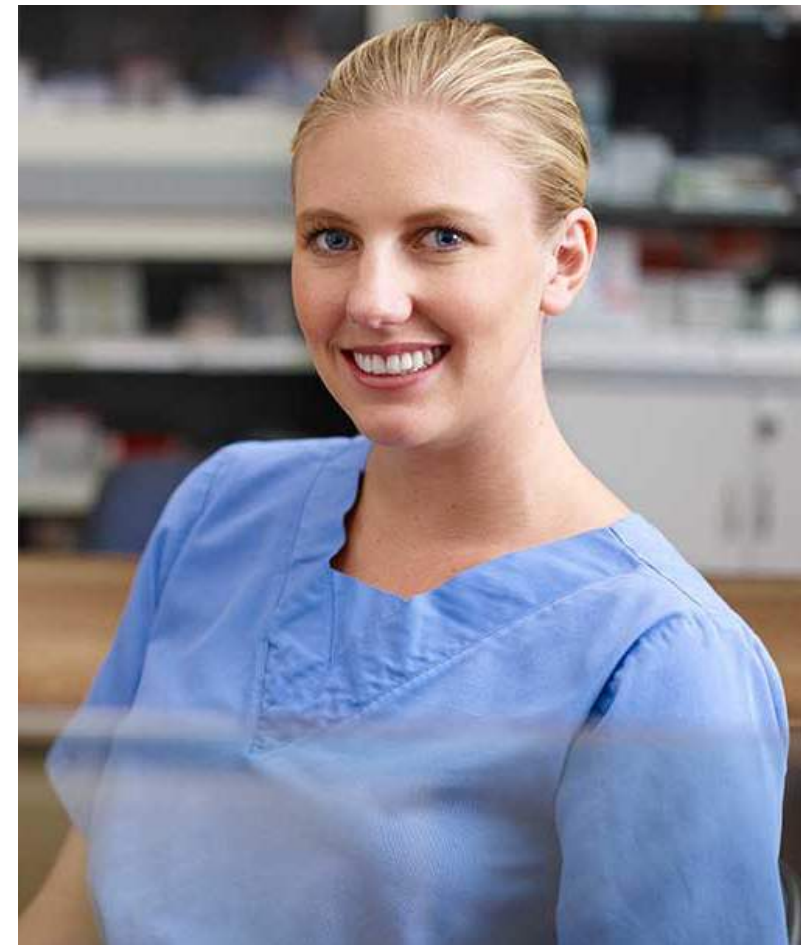
Learning Outcomes

- 1 Use and understand medical terminology
- 2 Understand relevant legislation
- 3 Manage healthcare records
- 4 Create healthcare records
- 5 Ability to create and maintain a professional medical office environment'
- 6 Prepare medical reports



I have never worked as a medical secretary and plan to change career having been made redundant. I found this course informative and very helpful in making my career move.

Individual Learner,
Online Course



Certification

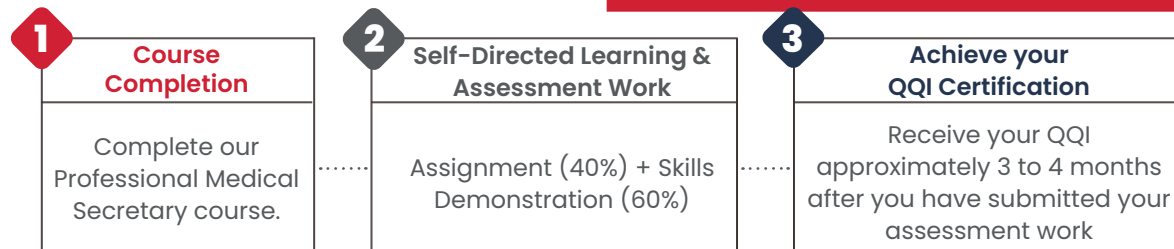
MEDICAL SECRETARY

What Certification will I gain?

Upon successfully completing this course and its accompanying assessments, you will achieve a Professional Medical Secretary certificate signed by DCMs trainers.

As this course is approved by QQI you will also receive a QQI Level 5 certificate in Medical Terminology which is worth 15 credits on the National Framework of Qualifications.

How do I get certified?



Quality and Qualifications Ireland

Established in

2012 

 Board of **10** members
 (appointed by the Minister of Education and Skills)



219,868
Awards
 in 2019



26
Counties
 in Ireland



472
Providers
Nationwide

Pass Rate: Our learners have a 97.7% pass rate with the QQI Professional Medical Secretary Course over the last two years.

Practical Skills

COURSE BENEFITS

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.

We 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.



Trainer Expertise

Our trainers combine professional training know-how with extensive experience in their own specialised field to meet your learning needs.



Exercises

Will be used throughout the course to allow learners to self-assess their current skills and identify areas of improvement.



Practical Assessment

Your assessments have been designed to allow you to practice what you have learned.

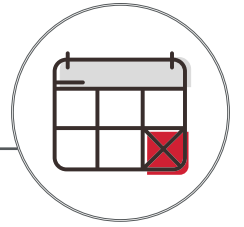


"This course is a fully comprehensive course relating to all aspects of working as a medical secretary. I loved Karen's presentation and I love that I will always have my course manual as a fantastic resource"

Individual Learner,
Online Course

Our Course

AGENDA



COURSE CONTENT		
MODULE 1: Medical Terminology	<ul style="list-style-type: none">• Medical Terminology• Constructing Medical Terms• Prefixes, Root Words and Suffixes	<ul style="list-style-type: none">• Common Abbreviations• Specialist Medical Terminology• Other Medical Terms
MODULE 2: Legislation & Information Sources	<ul style="list-style-type: none">• Relevant Legislation• Health and Safety• Confidentiality and Ethics	<ul style="list-style-type: none">• HSE Patient Charter• Information Sources
MODULE 3: Healthcare Reports	<ul style="list-style-type: none">• Healthcare Records• Creating and Managing Healthcare Records• Patient Care Guidelines• Communication Skills	<ul style="list-style-type: none">• Reception Skills• Case Notes• Medical Reports and Referrals
MODULE 4: Assessment Preparation	<ul style="list-style-type: none">• Preparing for the written Assessment• Preparing for Case Studies	<ul style="list-style-type: none">• Understanding of and Completion of a Medical Report

Experts in Medical Secretary

EXPERTS IN LEARNING



KAREN MAHER
TRAINING ASSOCIATE

Karen is a HR professional and Chartered Fellow of CIPD with a background in Organisational and Workforce Development Consultancy and delivery.

Karen brings her passion to every course she delivers. Her training style is interactive and inclusive, which empowers learners to develop their skills and achieve great results from training. Specialist interests include Life Long Learning, Medical Secretary, Emotional Intelligence, Mediation, Coaching, Mentoring and Training design and delivery to meet specific organisational needs.

- ✓ BA Hons. in Education - University of Sunderland
- ✓ Postgrad. Dip. in Emotional Intelligence - Institute of Technology Carlow
- ✓ MA Human Resources Management - University of Teeside



ANN O'BRIEN
TRAINING ASSOCIATE

Ann O'Brien is among Ireland's most experienced and successful trainers in Customer Care & Communication Techniques. She has over fifteen years of involvement with some of Ireland's largest and most dynamic companies.

Extensive group participation, team building and motivational exercises are central to all of Ann's training programmes. While providing highly effective customer care training, Ann simultaneously motivates learners and gives them a renewed sense of confidence and pride in their new roles.

- ✓ Distinction in QQI Level 6 Train The Trainer
- ✓ Diploma in Training Management IMI
- ✓ NUI Certificate in Training and Continuing Education



TRAINER EXPERTISE

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, we offer programmes leading to awards under the NFAQ.



PASS RATE

Our learners have a 97.7% pass rate with the QQI Level 5 Professional Medical Secretary Course.



EXPERTS IN TRAINING

We have trained 160 individuals successfully in QQI Level 5 Professional Medical Secretary Course over the last two years.



We have 45 trainers dedicated to teach Business Skills, Leadership & Management

Online Training

ATTEND FROM ANYWHERE

Our online QQI Professional Medical Secretary course is ideal for learners who are looking to find a course that they can complete at their own pace and according to their own schedule.

Our online course consists of 20 hours of video modules delivered by one of our Expert Trainers, end-of-module quizzes, exercises and readings. The course is highly-interactive and allows our learners to engage with the theory being taught, putting it into context.



Course Materials

Our online course consists of video modules, end-of-module quizzes, exercises and readings. When you are finished the course you will still have access to all of the materials so you can refer back to it when needed.



Learning & Assessments

Once you gain access to the Learning Portal, you will have 12 weeks to complete all of the course content and associated



Live Q&A Sessions

During the 12 weeks you will have access to Live Q&A sessions with our trainers and your fellow learners.

PROVIDING TRUSTED
TRAINING ACROSS BOTH
PUBLIC AND PRIVATE SECTORS







Set your career on the right course




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