

UAN:	H/505/1266
Level:	3
Credit value:	9
GLH:	60
Aim:	The aim of this unit is to enable learners to develop the knowledge and skills to accurately produce routine professional documents for the medical environment. They will learn how to interpret relevant information and use a range of word processing techniques to edit, format and print a range of standard documents that are common in a medical environment. Learners will also use mail merge functions to combine information from a data file and produce standard letters. They will also learn the importance of proofreading and how to use appropriate checking methods to produce accurate documents.

Learning outcome
The learner will: 1. be able to manage electronic files
Assessment criteria
The learner can: 1.1 create and name folders 1.2 create and save documents in named folders 1.3 use appropriate filenames to save medical documents in named folders.

Range
Documents Medical reports, medical referral letters, appointment letters, clinic letters, screening letters, discharge letters, operation lists, questionnaires/forms, notices/information leaflets, journals/newsletters, agendas, minutes of meetings
Electronic files Letterheads, letters, information sheets, forms and questionnaires, minutes of meetings, agendas

Learning outcome
The learner will: 2. be able to use word processing functions to produce medical documents
Assessment criteria
The learner can: 2.1 input different types of information 2.2 accurately key in text from handwritten and typewritten drafts 2.3 select and use appropriate formatting techniques to present medical documents 2.4 expand abbreviations 2.5 follow written instructions and standard printers' correction signs to edit text 2.6 recall specified documents and edit text as instructed 2.7 recall and modify a table within a document 2.8 interpret implied and explicit instructions 2.9 complete work within set timescales.

Range
Types of information Text/numbers, references, dates, subject heading as per instructions, main, headings, medical terminology, special marks (such as urgent, private, confidential, for the attention of), phrases and images from other files and documents, search and replace text, enclosures – instructions implicit within the text, labels (names and addresses), number all pages except the first copy in a letter, number all pages on a multi-page document other than a letter.
Formatting techniques Change font style and size of selected text, create and apply new styles to achieve suitable presentation, use bold, italic, underline and capitals for emphasis, use initial capitals as instructed, use superscript and subscript, apply borders and shading to a paragraph, apply page borders, use left, right and full justification, adjust margins, insert or remove a hard page break, use drawing tools to add lines or boxes to documents, indent text from left or both margins, use borders of different line type or thickness and shading, create paragraphs with multi-level numbering and bullet points using different formats and styles, increase or reduce line spacing before or after paragraphs, set tabs (centre, right and decimal) including the use of leader dots, arrange text in newspaper columns, modify sections, column and page breaks as required, produce printouts of the newspaper columns showing, tracking and editing changes, use headers and footers, including automatic date and page numbering, insert page numbers as specified in any position and in any style, insert automatic file name and path, insert a symbol, emphasise headings (emboldening, capitals, italics, underline), portrait/landscape, insert a text box, with border of specified size, wrapping text around all sides of the text box, sort data alphabetically, numerically and chronologically, create a table, place and resize images, indicate routing, insert symbols, search and replace text, matching case or whole word

See list in Appendix 12
<p>Documents medical reports, medical referral letters , appointment letters, clinic letters, discharge letters, agendas, minutes of meetings, operation lists, questionnaires/forms, notices/information leaflets, journals/newsletters, labels</p>
<p>Edit text insert, delete, cut, copy, move and paste text between documents ensuring consistency of font style and size within the main document, change line spacing, use search and replace functions as required, import a graphic and resize to a specified size.</p>
<p>Modify table Merge and split cells, adjust column width, align column content (left, right, centre, horizontal and vertical, decimal), use upper and lower case, add and delete columns and rows, sort text (into alphabetical, numerical, chronological order), add shading and borders of different line types, hide/show gridlines, change text direction.</p>
<p>Abbreviations Identify and expand general abbreviations.</p>
See list in Appendix 12

Learning outcome
The learner will: 3. be able to use mail merge functions
Assessment criteria
The learner can: 3.1 create standard medical documents from handwritten or typewritten drafts 3.2 insert merge codes into the standard document 3.3 combine and merge information 3.4 print selections of merged documents.

Range
Documents Appointment letters, screening invitations, merged documents eg letters, labels

Learning outcome
The learner will: 4. be able to proofread and correct errors in medical documents
Assessment criteria
The learner can:

4.1 check documents for accuracy
4.2 identify and correct errors in medical documents.

Range
<p>Accuracy Following instructions, checking work for errors and ensuring that it is accurate and complete.</p> <p>Errors Typographical, spelling including medical terminology, grammatical, punctuation, presentation and consistency.</p>

Learning outcome
The learner will:
5. be able to print documents
Assessment criteria
The learner can:
5.1 select appropriate methods to check documents before printing
5.2 produce screen shots
5.3 print labels
5.4 print final copies of documents as instructed.

Range
<p>Methods Spell checker, print preview facilities, grammar and thesaurus facilities, English and mother tongue dictionaries, medical and drug dictionaries, online dictionaries</p> <p>Final copies Letters showing routing where instructed, data file, selected merged documents, document showing merge codes, screen shots showing files/folders, single and multiple-page documents, specific page ranges, labels.</p>

Unit 333 Medical word processing

Supporting information

Guidance

1. The candidate should be able to use the spell checker, grammar and thesaurus facilities to maintain accuracy
2. The candidate should be able to use English and mother tongue dictionaries, medical and drug dictionaries