Basic job skills: Medical secretary

Tasks for the medical secretary:

* engage in preventive health work
* carry out the most common examination methods, laboratory work, simple procedures and assistance work
* inform patients, users and next of kin about various public health and social services bodies
* implement measures that promote good health, good services and well-being

**Reading**

**On a daily basis the medical secretary will:**

* read signs, logos and symbols on medication
* read work schedules
* read messages from the manager and colleagues
* read weekly plans
* read scheduled appointments
* read various information posters
* read the results of laboratory tests
* read messages and emails

**Regularly the medical secretary will:**

* read various forms
* read patient documentation
* read and stay up to date on relevant literature for the profession

**Occasionally the medical secretary will:**

* read information about health, safety and the environment (HSE)
* read quality requirements relating to the professional practice
* read forms and information relating to their own employment relationship
* read management information letters
* read various texts relating to training

**Writing**

**On a daily basis the medical secretary will:**

* fill in forms
* write reports in patient records
* write messages to colleagues, management and next of kin
* register appointments
* write down the results of laboratory tests

**Regularly the medical secretary will:**

* fill in timesheets
* fill in order lists
* order medical test results
* write messages and emails

**Occasionally the medical secretary will:**

* fill in forms relating to their own employment relationship
* write information posters
* send referrals to various health service bodies
* sign for goods received

**Oral skills**

**On a daily basis the medical secretary will:**

* listen to patients’ wishes and needs
* listen to instructions from managers or colleagues
* chat to patients
* take messages from colleagues
* listen to reports
* give reports to colleagues
* ask for help from colleagues and explain what help is needed
* discuss work tasks and plans for the day with the manager and colleagues
* receive phone messages

**Regularly the medical secretary will:**

* talk to next of kin about patients
* talk to colleagues about patients
* take part in lunch and break conversations

**Occasionally the medical secretary will:**

* have conversations with the manager and colleagues about their own work situation
* communicate with patients in different life situations
* provide information about patient rights
* use various conflict management strategies
* use correct technical terminology
* explain the characteristics of a good general condition
* give guidance on the side effects of medication
* conduct performance reviews with their immediate manager

**Numeracy**

**On a daily basis the medical secretary will:**

* measure and portion medication
* calculate the results of laboratory tests
* schedule appointments
* register payments for doctor’s appointments

**Regularly the medical secretary will:**

* check stocks
* order goods
* check their own payslip
* do the daily cash settlement
* check the date on various products
* understand symbols and product code lists

**Occasionally the medical secretary will:**

* read statistics, tables and graphs
* assess mixing ratios in connection with their own work
* make estimates when making purchases

**Digital skills**

**On a daily basis the medical secretary will:**

* check meetings and appointments
* register working hours
* submit reports via patient records
* register the results of laboratory tests
* use standard office software
* log into various services
* send and receive messages and emails

**Regularly the medical secretary will:**

* find forms relating to their own employment relationship
* find the latest information on the municipality’s website
* find action plans in patient journals
* send emails with attachments

**Occasionally the medical secretary will:**

* check HSE procedures online
* use various programs for training purposes
* use various digital arenas for collaboration and communication
* use a smartphone and tablet with different apps relating to tasks
* use QR codes and barcodes as needed
* help customers with electronic payment sercvices