

# Unit 42: Administer Appointments in a Healthcare Environment

<b>Level:</b>	<b>2</b>
<b>Unit type:</b>	<b>Optional (General)</b>
<b>Credit value:</b>	<b>3</b>
<b>Guided learning hours:</b>	<b>18</b>

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## Unit summary

This unit aims to give learners the understanding and skills they need to administer and receive appointments, and to process completed appointments.

## Unit assessment requirements

There are no specific assessment requirements for this unit. Please refer to the assessment strategy in *Annexe B*.

## Learning outcomes and assessment criteria

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet to achieve the learning outcomes and the unit.

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Understand how to administer and receive individuals for appointments	1.1	Outline the current legislation, national guidelines, policies, protocols and good practice guidelines for administering appointments and receiving individuals			
		1.2	Describe potential situations that may arise when administering appointments and receiving individuals and how these can be resolved			
2	Be able to make appointments for individuals in line with local policy and protocol	2.1	Obtain the information for appointments			
		2.2	Record information to make the appointment			
		2.3	Communicate details of the appointment to the individual and others			
		2.4	Ensure the individual's records are up-to-date and available for the appointment			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
3	Be able to receive individuals for appointments	3.1	Receive an individual at reception			
		3.2	Record the individual's arrival			
		3.3	Confirm the individual's identity and amend any details on their records			
		3.4	Communicate with the individual in a way that is sensitive to their needs and preferences			
		3.5	Maintain the confidentiality and dignity of the individual			
		3.6	Pass the individual's records on as and when required			
4	Be able to process completed appointments	4.1	Record the administrative outcome of appointments			
		4.2	Record appointments attended against those scheduled			
		4.3	Update records in accordance with the appointment outcome			

Learner name: \_\_\_\_\_

Date: \_\_\_\_\_

Learner signature: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_

Date: \_\_\_\_\_

Internal verifier signature: \_\_\_\_\_

Date: \_\_\_\_\_

*(if sampled)*