



# CERTIFICATE SUPPLEMENT (\*)



## 1. TITLE OF THE CERTIFICATE (EN )

**Medical Secretary**

## 2. TRANSLATED TITLE OF THE CERTIFICATE (IS )

**Heilbrigðisritari**

This translation has no legal status

## 3. PROFILE OF KNOWLEDGE AND SKILLS

### The holder

- has good communication skills and is able to interact with people who have different needs and can tackle difficult situations
- has good computer skills and is able to use various specialized programmes used in health institutions, such as shift schedules and patient records
- has knowledge of data safekeeping, recording systems and can search for information
- has knowledge of filekeeping and computer registration
- knows the procedures applicable to ordering and product management
- is able to work independently, take the initiative and prioritise projects
- works in a professional manner according to the quality criteria and regulations applicable to his job
- knows the law and regulations applicable to his work and work environment and is able to give general information about services and/or options
- works according to quality standards/quality manual, is familiar with health and safety in the workplace and is able to give first aid if accidents or mishaps occur
- is able to adapt innovations in his job and is aware of how important it is.

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

Medical secretaries work in hospitals, health care centres, doctors' surgeries and private companies. They work closely with other professionals and communicate with patients, relatives, colleagues, hospital wards and other institutions. Medical secretaries receive clients/patients, attend to patient records, file hospital records, answer telephones and various other administrative tasks and data recording. Medical secretaries write down requests and forward them to the relevant departments, e.g. home nursing, emergency watch, support wards and relations. They prepare team work and make daily schedules. They contact patients from waiting lists, order various tests and services for the patients and receive test results. Medical secretaries take part in the staff log system and registration of shift plans. They send documents, make photocopies and shred documents. Medical secretaries have knowledge of procedures applicable to orders and logistics and order office supplies, forms and other supplies as needed. They also work with accounts and are responsible for the sending of invoices.

### (\*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons Undergoing training, volunteers, teachers and trainers.

More information on transparency is available at: [www.cedefop.eu.int/transparency](http://www.cedefop.eu.int/transparency)

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## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> An Icelandic upper secondary school operating on the basis of the Upper Secondary School Act and the National Curriculum for Upper Secondary Schools, issued by the Minister of Education, Science and Culture	<b>Name and position of governing body or region that looks after certifying or confirming the certificate</b>  The Ministry of Education, Science and Culture
<b>Level of the certificate (national or international)</b> Upper secondary school level Isced 3 Icelandic Qualifications Framework (ISQF) Level 2 – EQF Level 3	<b>Grading scale / Pass requirements</b> 1-10 Passing grade 5.
<b>Access to next level of education/training</b> Additional studies for matriculation.	<b>International agreements</b>
<b>Legal basis</b> The Upper Secondary School Act no. 92/2008.	

## 6. FRAMEWORK AND ORGANISATION OF TRAINING

The average duration of the education and training programme is approximately two and a half years, four school terms amounting to 68 credits and on-the-job training in a health institution which amounts to 12 credits. The on-the-job training follows the academic studies and is divided into 6 weeks of organised training supervised by a professional medical secretary and 6 weeks on-the-job training.

### Entry requirements

Primary school graduation certificate

### Additional information

Further information may be found on <http://eng.menntamalaraduneyti.is>

### National reference point

The Ministry of Education, Science and Culture, <http://eng.menntamalaraduneyti.is>