

Administrative Medical Assistant



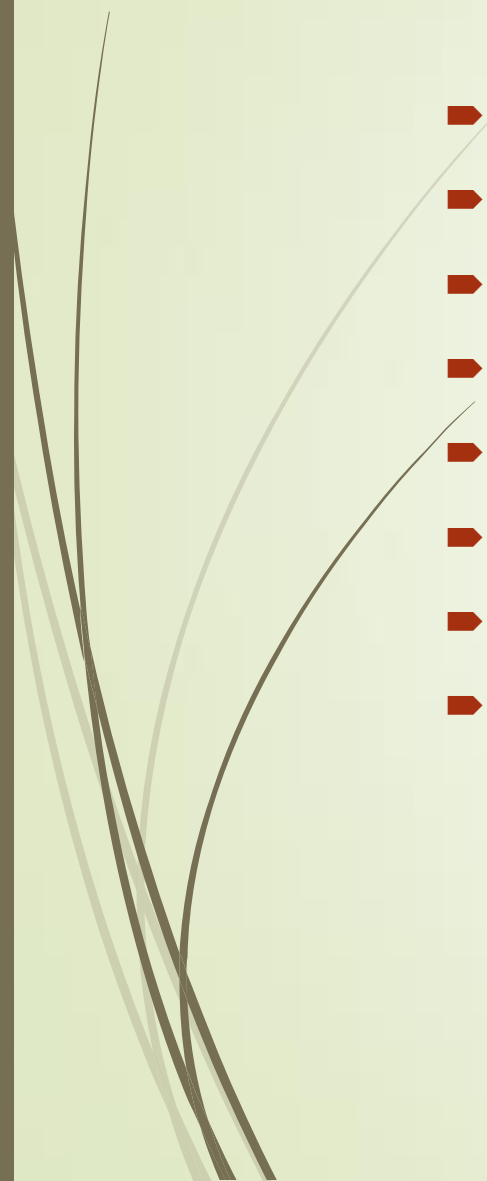
Academic And Employability Skills

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Topics

- 1-Description of Administrative Medical Assistant Job
 - 2-Duties and Responsibilities of being an Administrative Medical Assistant
 - 3-Skills of becoming a Hospital Administrator
 - 4-SWOT analysis
 - 5-SMART Goal
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Description

I currently work in a Private Hospital King Edward VII Hospital, as a Administrative Medical Assistant , my job is very people facing, dealing patient details, patient procedures that requires that an understanding of my responsibilities, skills, analysis what I have achieve and what do I want to achieve .

- Job of an Administrative Medical Assistant is to run both front and back office and to provide a great costumer service to patients.
- Admin medical assistants provide support and assistance to medical staff in caring for patients, but their focus is primarily on clerical tasks and administrative tasks rather than clinical duties.



Duties and Responsibilities

As an Administrative Medical Assistant some of my duties are:

- Handling and maintaining patient records
- Carrying out inpatient and outpatient admissions and procedures
- Dealing with patients enquires
- Billing and charge sheets
- Filing and preparing paperwork's
- Ordering medical inventory
- Chasing lab tests and results
- Admitting and Discharging

Skills for Administrative Medical Assistant



Administrative Skills

- Communication Skills (patient bookings, dealing with phone calls, emails,
- Math's (bill charges, charge sheets)
- Organizational (booking management, doctors schedule, patient records, organization paperwork's)
- Time Management (Scheduling appointments, prioritizing what has to be done)
- Computer Skills (Microsoft Office, Data Entry, System Compucare 7&8)

Clinical Skills

- Clinical Procedures (preparing files with pre-assessments)
- Processing Clinical Test
- Undertaking risk assessments
- First Aid
- Interpersonal Skills
- Patient Costumer Service

Skills for Medical Administrator

Technical

- Finance skills
- Managerial Skills
- Budget skills
- Computing skills

Human

- Negotiating Skills
- Communication and interpersonal Skills
- Medical Skills
- Conflict management
- Human Resources Skills
- Time Management

Conceptual

- Planning decision
- Innovative Skills
- Problem Solving
- Organizational Skills

SWOT ANALYSIS

- Confident in communicating with patient.
 - Finance and budget skills numeric and math.
 - Good Judgment with colleagues.
 - Don't have a Medical Diploma.
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- Getting a higher salary.
 - Taking a Medical Training course.
 - Becoming Medical Administrator.
 - Developing managerial skills.



- Team worker.
- Problem solving.
- Working under stress.
- Prioritizing.
- Patient Scheduler.
- Admission and Discharges.
- Patient service.
- Excellent understanding of procedure.



- Expecting to fix and solve every problem.
- Forced to deal with difficult personalities and vulnerable patients.
- Working on too much pressure.

SMART GOALS

S	Becoming Hospital Administrator
M	Doing Business and Management Bachelor Degree, University of Wales Trinity and Saint Divides London.
A	From Administrative Medical Assistant to Hospital Administrator getting more experience, taking bachelor degree for business and management , starting next year, during the weekend twice per week in the next 3 years, improve my skills for being a manager.
R	Currently doing Skills for the workplace course which will help me progress on my bachelor degree next year, being supported by Student Finance.
T	3 years study for bachelor starting on 2022-2025.

Personal Development Plan

My goals	Which goals needs to happen first ?	When do I want to Achieve?	What obstacles my get ?	How can I improve?	Where can I get support ?	Review How am I doing ?
Doing Bachelor degree for Business and Management	• Finish successfully my assignment. • Fishing with highest marks this course • Get opportunity to study bachelor for Business and Management • Networking with academic online	• I would like to have the bachelor degree founded by Student Finance in October 2022. • I would like to have my bachelor degree finished by the end of 2025.	• Not being able to pass with my assignment. • Lack of motivation. • Lack of knowledge. • Not getting financed by Student Finance.	• Improve my understanding in English. • Improve the way of learning in an independent way. • Manage my time between studies and work. • Working hard for higher salary to be able to get financed for bachelor degree	• Lectures • London Student Service. • Books • MOODLE • HWB • Internet websites	• Started course Skills for the workplace • Progressing with assignment • Learn how to manage time between school and work • Learning how to prioritize
Becoming Hospital Administrator	• Improve my skills for the workplace • Doing bachelor degree • Having e-learning training • Becoming more confident with patients service	• I want to have more experience as an Administrative Medical Assistant. • Having the right skills for the workplace by the end of 2022. • Having the opportunity of the job position before or by 2025.	• Not developing management skills. • Not getting better with becoming more confident in patients service. • Don't have a better judgment with my colleagues.	• Undertaking regular e-learning trainings. • Mentor training with my GM. • Undertaking competence booklet. • Trying to be more organized in tasks.	• General Manager • Hospital Handbooks • Training materials • Experienced colleagues.	• Started as Ward Clarck and progressing as administrative medical assistant. • Learned how to be a good problem solver. • Improved my English speaking skills. • Successfully completed my e-learning training with certificate



Conclusion

- Using SWOT analysis tool I have furthered discover my Skills that will help me with what I want to achieve in future.
- Using PDP made me reflect on my achievement and highlighted my goals as well obstacles I have to overcome.
- Using Smart acronym tool allowed me to set a realistic and achievable goal for me to work towards (made me understand how realistic would be achieve my bachelor diploma for Business and Management
- During this course I learned even about time management which helped me to improve my skill on prioritizing tasks and time between school ,work and free time.

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