



## Reference Guide

**UMHS Pre-Employment Program**

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## Frequently Asked Questions (FAQs)

### **What is the Pre-Employment Program?**

The Pre-Employment Program (PEP) screening process was initiated on February 15, 1999. An integral part of the application process at the University of Michigan Health System, PEP is specifically designed for external applicants seeking employment in a variety of Administrative support, office/clerical, entry-level Patient Care and Service/Maintenance positions. PEP was conceptualized to reduce probationary discharges and to decrease time to fill positions. Over a decade later, we're excited to continue this very important work at such a world-class institution.

### **Specifically, which positions require PEP?**

For a comprehensive list, refer to pages 8 and 9.

### **What does the PEP screening process involve?**

External applicants are screened based on a variety of factors including:

- Preliminary criminal background check
- Work history (Telephone Interview)
- Relevant skills and training
- Skill testing, if appropriate
- Basic Competency Interview
- Soft skills evaluation
- Employment reference checks

Typically, the work history review may lead the applicant to skill testing. Pending successful testing scores, the applicant completes the formal UMHRD Basic Competency Interview and followed by employment-based reference checks. Due to the volume of applicants and current screening guidelines, some applicants may not be selected to complete all phases of the PEP screening process. For further information on levels of PEP screening, refer to page 11.

### **What is the current screening process?**

PEP is utilizing a proactive lean screening approach designed to better handle the external applicant volume. While still a requirement prior to hiring, PEP screening is not a pre-requisite to external applicant bidding.

On a daily basis, similarly to the way that a hiring manager might review resumes, PEP staff reviews external applicant resumes for positions which require screening. Applicants who have skill set matches will be invited to contact PEP for screening.

### **What is this PEP column that I see on my Job Opening page?**

Each job opening will have a PEP column regardless of whether or not screening is a requirement for the job. Depending on how well an applicant scored with the entire PEP screening process, s/he may receive a special code applied to his/her application which will automatically appear within the PEP column field. The presence of this code can assist you in quickly identifying the PEP-screened external candidates that you might want to review! For a sample of what codes may appear within the PEP column field, review page 7.

### **So you complete the applicant's Telephone Interview...what happens next?**

The results of the Telephone Interview will place the applicant into one of the following screening categories:

- Level Two: we will move forward with full PEP screening due to a successful Telephone Interview.
- Level One: while not disqualified, the applicant would not be our 'top pick' to undergo screening.
- Disqualified: due to poor work history

To view a general PEP applicant flowchart, see page 10.

### **Can you tell me more about the different levels of PEP screening?**

Specifics on the levels of PEP screening can be reviewed on page 11.

### **What happens if an applicant does not pass the Telephone Interview?**

If an applicant fails the Telephone Interview, it's likely due to unfavorable work history or falsification. The applicant will be encouraged to reapply for a re-evaluation after establishing positive work history. If we're aware that this applicant was instructed to complete screening for you in particular, you will be notified of this outcome. The Applicant Test page will reflect a failed status and a corresponding "FF" code appearing within the PEP column field.

### **How can I tell if an applicant has been through PEP?**

If an applicant has a code appearing within the PEP column field on your Job Opening page, then the applicant has been through PEP. The codes represent the different versions of screening. If you have administrative access, you can simply click on the code which will route you to the Applicant Test page where you can review the documentation and perhaps view a PDF of the PEP profile report, provided one has been uploaded.

### **I have too many applicants appearing on my Job Opening page, how can I narrow down my search?**

Among other options, you can utilize the PEP column to identify external applicants who have passed PEP, however it's important to note that there are four different versions of PEP screening. The version of screening that the applicant has completed may not be relevant to your specific position.

### **How can I determine which version of PEP screening an applicant has completed?**

The four versions of screening include: Administrative Assistant, office/clerical, Patient Care Services/Allied Health and Service/Maintenance. If there's a code present within the PEP column field, simply click on the code and review the Applicant Test page for additional documentation. If available, you can also view a PDF of the PEP profile report.

### **What if I review an applicant on my Job Opening page and there's no data in his/her PEP column field and/or no data within his/her Applicant Tests page?**

You may be reviewing an external applicant who has yet to have his/her resume reviewed by PEP, or the applicant might have a duplicate eRecruit registration. If the applicant interests you, you're welcome to contact him/her for an interview. If you'd like PEP to review the applicant's resume and begin screening, please contact us.

### **I have an applicant that I want screened for my position, what do I do?**

First, check your applicant's PEP column field to see if screening has already taken place. If the applicant hasn't been screened, simply refer him/her to contact PEP at 734.936.8790. Before s/he calls us, please provide the applicant with your full name and the job requisition number since different positions have different testing requirements.

### **How long does the PEP process take?**

The full screening process contains several phases with varying lengths of time. The Telephone Interview, where an applicant's work history is reviewed, will usually take 10-20 minutes. Depending on the type of work the applicant is screening for, skill testing can take anywhere from one to three hours. The UMHRD Basic Competency Interview typically lasts about 30 to 45 minutes. The next phase of screening is the most variable: employment reference checks. This phase can be quick or lengthy depending on how quickly we hear back from the reference contacts.

### **What happens if an applicant does not pass the testing portion of PEP?**

An applicant is eligible to retest after 30 business days and is encouraged to contact the PEP office to schedule a retesting appointment. During the 30 day wait period, applicants are eligible for free skill training which might help him/her to pass upon retesting. Additional information on skill testing can be found on pages 12 and 13.

### **Why does PEP work?**

PEP is successful because it provides basic and consistent applicant screening information to managers and/or supervisors who are responsible for making crucial hiring decisions.

### **For how long is PEP screening valid?**

PEP screening is valid for three years.

### **Should I bring all external hires through PEP?**

Yes! Health System Leadership expects that all external applicants successfully complete PEP screening prior to receiving a job offer. If you're uncertain as to whether PEP is required for a position, review pages 8 and 9 for details. If you're still unclear, consult your Employment Process Coordinator or contact the PEP office for assistance.

### **Does my temporary employee need to complete PEP?**

By definition, temporary employees are still considered external applicants. To maintain consistency with the UMHS hiring process, temporary employees should complete PEP screening prior to any offer of regular employment. For more information, refer to the Screening Temporary Employees guidelines found on page 14.

### **I'm not seeing suitable candidates applying for my position, can you help?**

Yes we can! Simply contact us with the job posting number of the position in question, and if it's not listed in the posting, also let us know about shift times, pay range and whether software knowledge of Word, Excel, etc. is required. With this information, we'll run a search of our database and send PEP profile reports to you of individuals who match (or closely match) your requirements. After reviewing the profiles, should you wish to interview with any of the applicants you're welcome to make contact. If a certain applicant has yet to officially apply for your position, ask him/her to do so.

### **Do you have any screened candidates who might consider temporary work?**

Yes! Some applicants are willing to consider temporary employment and as we complete the Basic Competency Interview, we pose this very question.

### **What should I do before I make an offer?**

Before any mention of a job offer is made to an applicant, it's critical to ensure that screening has taken place by reviewing the Applicant Tests page for documentation. All too often, once an applicant has heard the phrase "job offer", even though the offer may be contingent, s/he will begin making plans to transition to U-M employment.

### **How do I make an offer?**

Review pending job offers with your Employment Process Coordinator or HR Consultant prior to making an official offer.

### **Do you offer any type of training to applicants or U of M employees?**

Absolutely! PEP offers onsite Medical Terminology training free of charge! For a Medical Terminology training summary, see pages 15 and 16. To set up a Medical Terminology training session, simply contact our office by phone or email.

### **Where is PEP located?**

PEP is located within the Health System Human Resources suite at the North Campus Administrative Complex (NCAC). When arriving in person, please ask a representative at the Employment Services reception desk to direct you to a PEP Representative.

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# eRecruit – Job Opening – PEP Column

Depending on how well an applicant scored with the entire PEP screening process, s/he may receive a special code applied to his/her application which will automatically appear within the PEP column field. The presence of this code can assist you in quickly identifying the PEP-screened external candidates that you might want to review! The code also serves as an active link in order to view specific screening details.

Manage Applicants										
Display: <input type="text" value="All"/>										
Applicants <span style="float: right;">Customize   Find   View All   First 1-6 of 6 Last</span>										
	Applicant Name	Applicant ID	Applicant Type	RIF	PEP	Disposition	Last Updated	Resume	Application	*Take Action
<input type="checkbox"/>	<a href="#">Mason,Rhonda</a>	156511	Ext		<a href="#">EG</a>	Applied	06/22/2010 3:05PM			Select Action...
<input type="checkbox"/>	<a href="#">Brown,Joe</a>	156508	Ext		<a href="#">EO</a>	Applied	06/22/2010 2:39PM			Select Action...
<input type="checkbox"/>	<a href="#">Bobby,Ricky</a>	156510	Ext		<a href="#">GG</a>	Applied	06/22/2010 2:37PM			Select Action...
<input type="checkbox"/>	<a href="#">Me,Hire</a>	156509	Ext		<a href="#">OO</a>	Applied	06/22/2010 2:33PM			Select Action...
<input type="checkbox"/>	<a href="#">Johnson,Billy</a>	156507	Ext		<a href="#">GG</a>	Applied	06/22/2010 1:57PM			Select Action...
<input type="checkbox"/>	<a href="#">Disney,Tinkerbell</a>	156506	Ext		<a href="#">FF</a>	Applied	06/22/2010 1:54PM			Select Action...

Select All Deselect All \*Group Action:

**EG: (Exemplar/High Potential General)** Applicant strongly recommended for Patient Care Services (Allied Health) & Service/Maintenance positions.

**EO: (Exemplar/High Potential Office/Administrative)** Applicant strongly recommended for Office/Clerical & Administrative Assistant positions.

**GG: (Passed: General Areas)** PEP complete for Patient Care Services (Allied Health) & Service/Maintenance positions.

**OO: (Passed: Office/Administrative)** PEP complete for Office/Clerical & Administrative Assistant positions.

**FF: (Failed)** Applicant failed PEP due to any of the following reasons: poor Telephone Interview/work history, poor skill testing, poor Competency Interview, poor employment reference feedback or PEP appointment no call-no show.

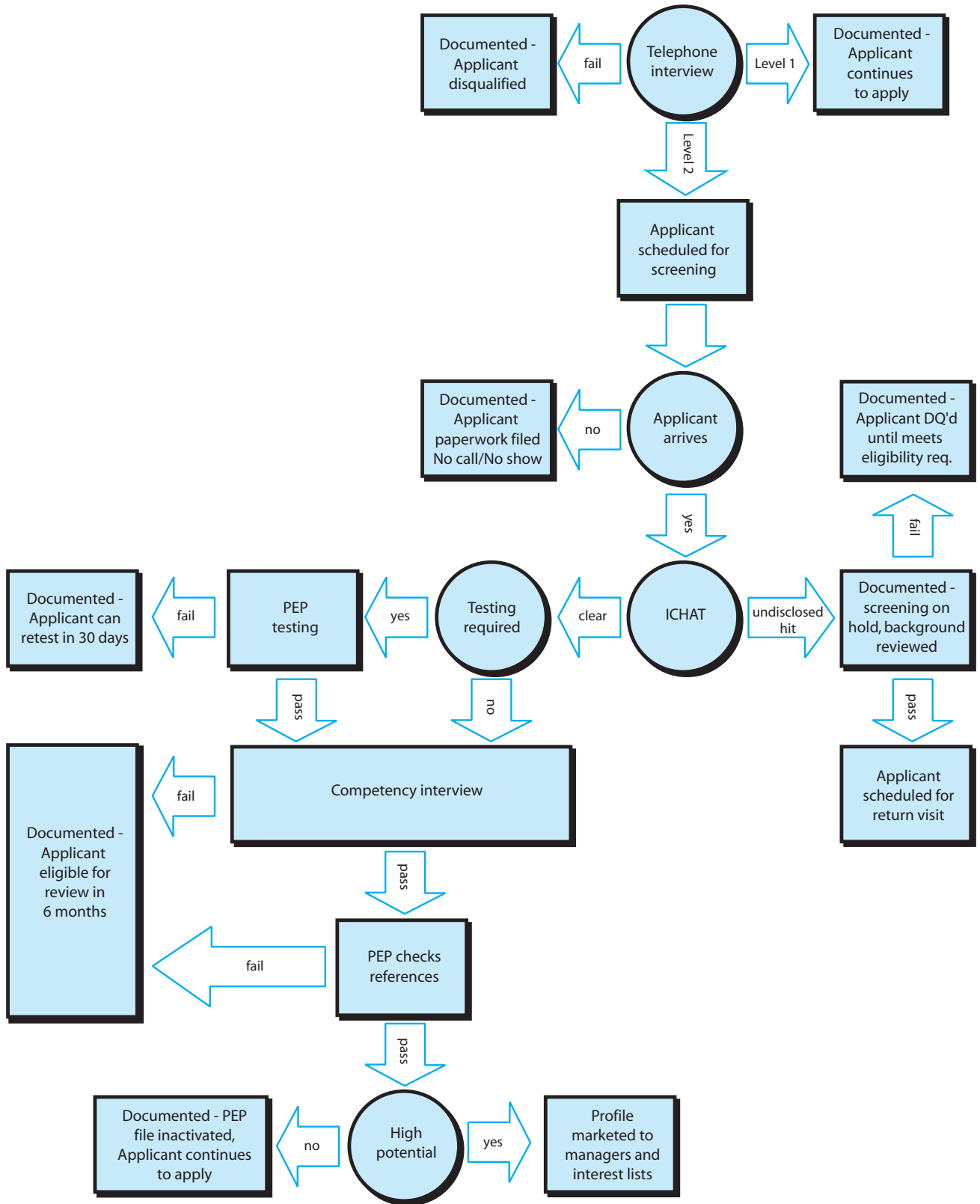
## Positions Requiring Screening

**PEP Screening is required for the following positions. (NOTE: not all inclusive/subject to change at any time)**

Title	Career Family	Testing Battery
Academic Records Asst Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Accounting Clerk Intermediate	Finance	Alphanumeric, Numeric & Thinking Operator
Accounting Clerk Senior	Finance	Alphanumeric, Numeric & Thinking Operator
Accounts Payable Clerk	Finance	Alphanumeric, Numeric & Thinking Operator
Admin Asst Assoc Healthcare	Administration	Word, Excel, Proofreading & Typing
Admin Asst Inter Healthcare	Administration	Word, Excel, Proofreading & Typing
Admin Asst Sr Healthcare	Administration	Word, Excel, Proofreading & Typing
Administrative Assistant Assoc	Administration	Word, Excel, Proofreading & Typing
Administrative Assistant Inter	Administration	Word, Excel, Proofreading & Typing
Administrative Assistant Sr	Administration	Word, Excel, Proofreading & Typing
Ambulance Comm Spec	Service/Maintenance	Alphanumeric, Numeric & Thinking Operator
Anesthesia Technician	Patient Care Services	n/a
Billing Clerk/Accts Rec Healthcare	Finance	Alphanumeric, Numeric & Thinking Operator
Billing/Patient Acct Spec Hlth	Finance	Alphanumeric, Numeric & Thinking Operator
Call Center/Cust Serv Admin Asst	Administration	Word, Excel, Proofreading & Typing
Call Center Rep Assoc	Administration	Alphanumeric, Numeric & Thinking Operator
Call Center Rep Inbound Assoc	Administration	Alphanumeric, Numeric & Thinking Operator
Call Center Rep Inbound Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Call Center Rep Inbound Sr	Administration	Alphanumeric, Numeric & Thinking Operator
Call Center Rep Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Call/CustSvc Trf/Sch Asst Inte	Administration	Alphanumeric, Numeric & Thinking Operator
Cashier Intermediate	Finance	Alphanumeric, Numeric & Thinking Operator
Clerk Associate	Administration	Alphanumeric, Numeric & Thinking Operator
Clerk Associate Healthcare	Administration	Alphanumeric, Numeric & Thinking Operator
Clerk Intermediate Healthcare	Administration	Alphanumeric, Numeric & Thinking Operator
Clerk Senior Healthcare	Administration	Alphanumeric, Numeric & Thinking Operator
Cust Svc Assistant Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Customer Service Assistant Sr	Administration	Alphanumeric, Numeric & Thinking Operator
Customer Service Rep Associate	Administration	Alphanumeric, Numeric & Thinking Operator
Customer Service Rep Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Customer Service Rep Senior	Administration	Alphanumeric, Numeric & Thinking Operator
Data Control Clerk Lead	Information Technology	Alphanumeric, Numeric & Thinking Operator
Data Entry Operator Inter	Administration	Alphanumeric, Numeric & Thinking Operator
Data Entry Operator Lead	Administration	Alphanumeric, Numeric & Thinking Operator
Data Entry Operator Senior	Administration	Alphanumeric, Numeric & Thinking Operator
Home Care Services Technician	Patient Care Services	n/a
Hosp Comm Oper I	Service/Maintenance	Alphanumeric, Numeric & Thinking Operator
HR Assistant Associate	Human Resources	Alphanumeric, Numeric & Thinking Operator
HR Assistant Intermediate	Human Resources	Alphanumeric, Numeric & Thinking Operator
HR Assistant Senior	Human Resources	Alphanumeric, Numeric & Thinking Operator
Human Resources Clerk	Administration	Alphanumeric, Numeric & Thinking Operator
Inventory Control Clerk Senior	Purchasing	Alphanumeric, Numeric & Thinking Operator

Title	Career Family	Testing Battery
Mail Clerk Associate	Administration	Alphanumeric, Numeric & Thinking Operator
Medical Assistant	Patient Care Services	n/a
Medical Assistant Specialist	Patient Care Services	n/a
Medical Records Clerk	Healthcare Admin & Support	Alphanumeric, Numeric & Thinking Operator
Medical Records Technician	Healthcare Admin & Support	Alphanumeric, Numeric & Thinking Operator
Nurse Aide II	Service/Maintenance	n/a
Nurse Aide III	Service/Maintenance	n/a
Office Assistant/Clerk	Administration	Alphanumeric, Numeric & Thinking Operator
Order Clerk Senior	Purchasing	Alphanumeric, Numeric & Thinking Operator
Patient Care Tech Assistant	Patient Care Services	n/a
Patient Care Tech Associate	Patient Care Services	n/a
Patient Services Assistant	Healthcare Admin & Support	Alphanumeric, Numeric & Thinking Operator
Patient Services Associate	Healthcare Admin & Support	Alphanumeric, Numeric & Thinking Operator
Payroll Clerk Associate	Finance	Alphanumeric, Numeric & Thinking Operator
Payroll Clerk Intermediate	Finance	Alphanumeric, Numeric & Thinking Operator
Payroll Clerk Senior	Finance	Alphanumeric, Numeric & Thinking Operator
Pharmacy Technician	Patient Care Services	Thinking Operator & Math
Phlebotomist	Patient Care Services	n/a
Purchasing Clerk Associate	Purchasing	Alphanumeric, Numeric & Thinking Operator
Purchasing Clerk Intermediate	Purchasing	Alphanumeric, Numeric & Thinking Operator
Rehabilitation Technician	Patient Care Services	n/a
Secretary Healthcare	Administration	Word, Excel, Proofreading & Typing
Secretary Intermediate	Administration	Word, Excel, Proofreading & Typing
Security Screener	Administration	Word, Excel, Proofreading & Typing
Shipping/Receiving Clerk	Purchasing	Alphanumeric, Numeric & Thinking Operator
Specimen Processor	Patient Care Services	n/a
Sr Bill Clk/Pat Acct Rep Hlth	Finance	Alphanumeric, Numeric & Thinking Operator
Student Admin Asst Inter	Academic & Student Services	Word, Excel, Proofreading & Typing
Student Admin Asst Sr	Academic & Student Services	Word, Excel, Proofreading & Typing
Supply/Stock Clerk Associate	Purchasing	Alphanumeric, Numeric & Thinking Operator
Supply/Stock Clerk Inter	Purchasing	Alphanumeric, Numeric & Thinking Operator
Surgical Technologist Inter	Patient Care Services	n/a
Surgical Technologist Senior	Patient Care Services	n/a
Unit Host	Healthcare Admin & Support	Alphanumeric, Numeric & Thinking Operator
Word Processing Operator Inter	Administration	Word, Proofreading & Typing
Word Processing Operator Sr	Administration	Word, Proofreading & Typing
All other S/M titles	Service/Maintenance	Inspection

# General PEP Applicant Flowchart



## Levels of PEP Screening

As PEP identifies qualified candidates or as supervisors refer candidates to PEP, we start with a comprehensive Telephone Interview covering the applicant's most recent five years of taxable employment. The results of the Telephone Interview will place the applicant into one of three screening categories: Level Two, Level One or PEP Disqualified.

### **Level Two:**

Characteristics include excellent work history and relevant experience/training in the desired field, excellent phone skills and appropriate notice given to (and completed with) previous employers.

PEP screening includes:

- Preliminary State of Michigan criminal background check
- Testing - depending on the position the applicant is screening for, skill testing (Word, Excel, Data Entry, etc.) is completed
- Applicant Documents Review - a review/comparison of an applicant's Telephone Interview paperwork, resume and reference authorization forms to ensure consistency of information
- Informational Interview - a collection of basic applicant information (availability, wage requirements, relatives employed with UM, etc.)
- Competency Interview - a formal, face-to-face behavioral interview comprised of eight UMHS Basic Competencies
- Two employment references - required from the applicant's two most recent taxable, non relative employers

### **Level One:**

Characteristics include average work history, explainable gaps, non-relevant experience, average phone skills and appropriate notice given to (and completed with) previous employers.

PEP screening includes (see definitions above):

- Preliminary State of Michigan criminal background check
- Testing, as appropriate
- Applicant Documents Review
- Informational Interview
- One employment reference

### **PEP Disqualified:**

If PEP screening reveals any of the concerns listed below, the candidate may be disqualified.

- Poor work history
- Inappropriate phone skills
- Insufficient notice given to previous employers
- Falsification of information

## Testing Descriptions

Certain UMHS positions require applicants to successfully complete skill testing.

### **Sureskill - Software Assessment:**

These assessments are intended for applicants with specific software experience including:

- Word Processing
- Spreadsheets
- Presentation graphics
- Database

Through this automated testing system, applicants take a computer-based software skill test. Applicants interact with the software to complete the tasks using virtually any method to perform the tested action. As an applicant completes these tasks, his/her proficiency is measured whereby demonstrating that the applicant really understands the software package. The software assessments are self-paced. Average test times vary depending on how well an applicant understands the software. Test times can range from 30-90 minutes per software assessment.

### **Typing:**

The typing assessment measures an applicant's speed and accuracy while typing a document on the computer exactly as it appears in hard copy format. Total approximate administration time is ten minutes. Test time limit: five minutes.

### **Proofreading:**

The proofreading assessment requires an applicant to proofread and edit a computer-based document with intentionally imbedded errors. The assessment measures an applicant's ability to identify and correct the following types of errors: Grammar, Punctuation, Spelling, Capitalization, Possessives, and Number usage. Total approximate administration time is 35 minutes. Test time limit: 25 minutes.

### **Alphanumeric Data Entry:**

The Alphanumeric data entry assessment measures an applicant's speed and accuracy while data-entering both alpha- and numeric-based information such as a patient's name and address. The score is based on a keystroke per hour rating.

### **Numeric Data Entry:**

The Numeric data entry assessment measures an applicant's speed and accuracy while data-entering strictly numeric-based information such as a patient's account number. The score is based on a keystroke per hour rating.

### **Data Entry II -Thinking Operator:**

Also known as Thinking Operator. This data entry assessment will tell us if an applicant is a 'thinking' operator. For instance, if an applicant is given a set of predetermined rules about information to be data-entered, can s/he follow the specific criteria while inputting information quickly and accurately? The assessment is based on speed and accuracy. Test time limit: ten minutes.

**Inspection:**

Also known as Attention to Detail/Desire for Quality Work. This assessment measures an applicant’s ability to spot defects and inconsistencies within groups of items and how to categorize the nature of the defects. Test time limit: 13 minutes.

**Logging (Math):**

This assessment measures an applicant’s ability to maintain accurate production records. It also measures an applicant’s ability to use a calculator to perform basic mathematical functions such as addition, subtraction, multiplication, division, computing percentages and rounding decimals to whole numbers. Test time limit: 20 minutes.

**AccountCheck:**

This assessment is intended for applicants who are seeking clerical accounting positions. It is not intended for applicants who are Accountants or those who have a degree in Accounting. The assessment will determine an applicant’s skill level in areas such as banking procedures, interpretation of invoices, basic accounting principles and journalizing and posting. Test time limit: 30 minutes.

**Medical Terminology Comprehensive Exam:**

*This assessment is not among the general battery of testing given to applicants who are looking to complete the PEP screening process.* Individuals who have completed Manpower Medical Terminology Training have the option of completing this assessment. A self-paced assessment, the comprehensive exam covers materials in all training sections – approximately 200 questions. Individuals with a passing score of 80% or higher will receive a certificate of completion.

**Pass/Fail Key**

Assessment	Pass	Fail
Word	Master or Proficient	Beginner
Excel		
PowerPoint		
Access		
Typing	<i>no minimum level</i>	
Proofreading	score of 42 - 68	score of 0 - 41
Alphanumeric	4431+ net keystrokes per hour	4430 net keystrokes or lower
Numeric	<i>no minimum level</i>	
Data Entry II-Thinking Operator	score of 43.5 - 75	score of 0 - 43
Inspection	0 - 20 total errors	21+ errors
Logging (Math)	0 - 11 errors	12+ errors
AccountCheck	<i>not currently in use</i>	

## Screening Temporary Employees

### General Guidelines:

1. In an effort to ensure consistency with UMHS hiring processes, ALL temporary employees must successfully complete PEP screening - as positions require - prior to being offered regular employment with UMHS.
2. Temporary employees who are employed at UMHS through an agency or UM Temporary Staffing Services are not required to complete PEP screening prior to starting temporary employment. Prior to extending an offer of regular employment - in a position requiring PEP screening - to a temporary employee, PEP screening then becomes a requirement.
3. Temporary employees, who are to be hired into positions requiring PEP screening, that are not screened through any service/agency must successfully complete PEP screening prior to starting work as a temporary employee.
4. EXCEPTION: Student temporary employees who are only working for the summer or school breaks do not need to complete PEP screening. Additionally, temporary employees covering for very short term, set time frames (i.e. vacation, maternity leave, etc.) are exempt from PEP screening. However, for either case if the temporary assignment is extended or a regular position which ordinarily requires PEP screening may be offered, s/he must successfully complete PEP screening. Regular positions requiring successful completion of PEP screening should not be offered to any applicant or temporary employee who has not been successfully completed the PEP screening requirement.

Questions should be directed to:

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# Medical Terminology Training Summary

## Medical Training Introduction

The first course in the Medical Terminology Curriculum is an optional introductory course that explains how to take the other courses. The Medical Terminology Introduction course provides the following information:

- How the courses are organized
- How to navigate the courses
- How to use the online glossaries
- How to answer questions
- How to see your scores
- How to restart a course

## Course 1: The Basics of Medical Terminology

This course covers the basics of medical terminology. It will give the trainee an introduction to the most common roots, suffixes, and prefixes that make up medical terms. This course also covers anatomical positions and body divisions. It is a prerequisite for the rest of the training.

## Course 2: The Integumentary System

This course contains medical terminology related to the skin. The training is particularly necessary for workers being placed in areas that deal with:

- Dermatology
- Plastic Surgery.

## Course 3: The Musculo-Skeletal System

Course 3 includes the structures and systems associated with bones and muscles and covers the terminology related to the diagnosis and treatment of associated diseases. Appropriate areas be:

- Orthopedics
- Plastic Surgery
- Rehabilitation
- Rheumatology
- Trauma, Accident, and Emergency.

## Course 4: The Circulatory System

This course is comprised of terminology related to the heart, the blood system and arteries, as well as associated disorders. Knowledge of this terminology is appropriate for:

- Cardiology
- Geriatrics
- Oncology
- Phlebotomy.

## Course 5: The Respiratory System

This course explains the structures related to the lungs, breathing, and terminology associated with the diagnosis and treatment of related diseases. This course is relevant for most specialties including:

- Allergy
- Geriatric
- Thoracic Medicine.

### **Course 6: The Gastrointestinal System**

This course teaches terminology associated with the digestive system, the liver, and the bladder. This knowledge is particularly necessary in:

- Gastroenterology
- Geriatrics
- Urology.

### **Course 7: The Endocrine System**

This course covers terminology associated with the diagnosis and treatment of disorders and diseases of glands and related hormones. This is particularly relevant to:

- Endocrinology
- General Medicine.

### **Course 8: The Nervous System**

Course 8 reveals terminology related to the structure, function, and dysfunction of the brain and nerve cells:

- Neurology
- Plastic Surgery
- Psychiatry.

### **Course 9: The Genitourinary System**

This course encompasses terminology related to the kidney, the male and female urinary and reproductive systems, as well as associated disorders. This terminology is particularly relevant for:

- Infertility
- Nephrology
- Obstetrics and Gynecology
- Proctology
- Urology.

### **Course 10: The Special Senses**

This course includes terminology related to the ear, nose, and eyes:

- Ophthalmology
- Otology
- Otorhinolaryngology.

