

RESEARCH / ARAŞTIRMA

Metaphorical Perceptions of Medical Secretary Candidates Regarding the Concept of “Medical Secretariat”

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ABSTRACT

Objective: The aim of this study is to explore medical secretary candidates' perceptions of the concept of “medical secretaries” through metaphors.

Material and Method: In the study, a phenomenological design, one of the qualitative research designs, was used. The study group consisted of 108 medical secretary candidates enrolled in the Medical Documentation and Secretarial program during the 2024–2025 academic year.

Results: According to the research findings, the participants produced a total of 53 valid metaphors related to the concept of “medical secretarial work”. These metaphors were classified into five different conceptual categories: position within the healthcare system, supportive and assisting role, communication, versatility, and information security and confidentiality.

Conclusion: According to the research findings, the central role of medical secretaries within the healthcare system was emphasised through metaphors such as “computer” and “the brain of the hospital”. Metaphors such as “navigation”, “traffic light” and “guide” indicate that medical secretaries undertake a guiding and regulating function for patients and healthcare professionals. Additionally, metaphors like “octopus” and “hand and foot” reveal that medical secretaries have a highly versatile and flexible working environment, while metaphors such as “bridge” and “mediator” highlight their critical role in communication. In conclusion, the research findings indicate that medical secretaries play a critical role in healthcare services, and that this role is conceptualized through a variety of metaphors.

Keywords: Medical secretaries, metaphor, qualitative research.

Tıbbi Sekreter Adaylarının “Tıbbi Sekreterlik” Kavramına İlişkin Metaforik Algıları

ÖZET

Amaç: Bu araştırmanın amacı, tıbbi sekreter adaylarının “tıbbi sekreter” kavramına ilişkin algılarını metaforlar aracılığıyla ortaya koymaktır.

Gereç ve Yöntem: Araştırmada nitel araştırma desenlerinden olgubilim (fenomenoloji) deseni kullanılmıştır. Araştırmanın çalışma grubunu 2024-2025 eğitim öğretim yılında tıbbi dokümantasyon ve sekreterlik programında öğrenim gören 108 tıbbi sekreter adayı oluşturmaktadır.

Bulgular: Araştırma bulgularına göre, katılımcılar tarafından “tıbbi sekreterlik” kavramına ilişkin olarak 53 adet geçerli metafor üretilmiştir. Elde edilen metaforlar, sağlık sistemindeki yeri, destekleyici ve yardımcı rol, iletişim, çok yönlü olması, bilgi güvenliği ve gizlilik olmak üzere 5 farklı kavramsal kategori altında sınıflandırılmıştır.

Sonuç: Araştırma bulgularına göre, tıbbi sekreterlerin sağlık sistemindeki merkezi rolü “bilgisayar” ve “hastanenin beyni” gibi metaforlarla vurgulanmıştır. “Navigasyon”, “trafik ışığı” ve “rehber” gibi metaforlar ise tıbbi sekreterlerin hasta ve sağlık çalışanları için yönlendirici ve düzenleyici bir işlev üstlendiğini göstermektedir. “Ahtapot” ve “el ve ayak” gibi metaforlar, tıbbi sekreterlerin çok yönlü ve esnek bir çalışma ortamına sahip olduklarını ortaya koyarken, “köprü” ve “aracı” gibi metaforlar, iletişimde kritik bir rol oynadıklarını göstermektedir. Sonuç olarak, araştırma bulguları tıbbi sekreterlerin sağlık hizmetlerinde kritik bir role sahip olduğunu ve bu rolün çeşitli metaforlar aracılığıyla anlaşıldığını göstermektedir.

Anahtar Kelimeler: Tıbbi sekreter, metafor, nitel araştırma.

1. Introduction

Labour and technology are used intensively in the provision of healthcare services. With the advancement of technology, the variety of services offered by healthcare institutions has increased. In the field of healthcare, alongside qualified healthcare professionals such as doctors, nurses, healthcare technicians, physiotherapists, biologists, etc., other occupational groups such as medical secretaries and patient care personnel are also present (1). Medical secretaries, who are part of the

healthcare profession, are individuals who work in the administrative and medical units of healthcare institutions, collect data related to healthcare services, diagnosis, treatment, and other medical procedures, archive this data in accordance with medical terminology for long-term storage, and are graduates of a healthcare vocational school (2, 3). In the Inpatient Treatment Institutions Operating Regulation, a medical secretary is defined as “personnel who are graduates of a high school or equivalent and are able to type (4).

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Medical secretaries play an important role in ensuring regularity, workflow and service efficiency in today's healthcare system (5). Medical secretaries have a wide range of responsibilities in healthcare services. They mostly undertake an organizational liaison role among other professional groups within the hospital. (6). Medical secretaries have responsibilities such as ensuring quality assurance in the production of medical records (7), contributing to the smooth functioning of processes by being familiar with patients and the system (8), and transcribing and filing clinicians' verbal records (9). By working in units where all medical records are managed, medical secretaries assume a critical role in healthcare services. Through duties such as organizing patient records, monitoring health data, and effectively managing administrative processes, they make significant contributions to the functioning of the healthcare system.

A review of the literature reveals various studies on medical secretaries concerning topics such as memory (10), burnout (11), work stress (12), performance (13), computer use (14), and general characteristics of the profession (15). However, these studies mostly focus on limited topics such as medical secretaries burnout, performance, working conditions and computer use. However, no studies examining medical secretary candidates' perceptions of their profession have been found in the literature. This situation highlights a significant gap in the field, and in order to fill this gap, this study will attempt to reveal medical secretary candidates' perceptions of their profession through metaphors. Metaphors have frequently been used in recent years to describe individuals perceptions of their professions. (16). Since some experiences are difficult to describe using everyday words, metaphors provide an important opportunity and are considered tools that help individuals express their perceptions of events (17). Metaphors are conceptual and cognitive expressions that we spontaneously use to describe, interpret and evaluate our experiences in the external World (18). In this study, the analysis of metaphors was based on the Conceptual Metaphor Theory developed by Lakoff and Johnson. According to this theory, individuals tend to explain abstract concepts through concrete experiences, and metaphors are a means for individuals to make sense of and express their experiences (19). According to Conceptual Metaphor Theory, metaphors are not merely linguistic expressions but also products of thought, representing a cognitive process that enables the understanding of one concept through another concept or experiential domain (20, 21). Examining medical secretary candidates perceptions of the profession through metaphors provides an important theoretical basis for understanding both individual and professional perceptions. Since medical secretary candidates' perceptions of their profession constitute an abstract phenomenon, the Conceptual Metaphor Theory was considered appropriate within this framework. In this study, examining medical secretary candidates' perceptions of their profession through metaphors aims to reveal the meanings individuals attribute to their profession in line with the cognitive framework offered by Conceptual Metaphor Theory. Furthermore, considering the role of medical secretaries in the healthcare system, identifying the perceptions of individuals who are candidates to practice this profession holds significant and original value in terms of professional identity development and the improvement of educational programs.

2. Material and Method

2.1. Purpose of the Study and Research Questions

The aim of this research is to reveal medical secretary candidates perceptions of the concept of "medical secretary" through metaphors. In this context, answers are sought to the following research questions:

- What metaphors have medical secretary candidates developed regarding the concept of "medical secretarial work"?
- Under which themes can the metaphors developed by medical secretary candidates regarding the concept of "medical secretarial work" be classified?

2.2. Participants in the Study

The study group was formed using a purposive sampling method. Within this scope, 108 medical secretary candidates studying in the Medical Documentation and Secretarial programme at Yozgat Bozok University in 2024-2025 were included in the study. The reason for selecting this university was the researchers' ease of access and the feasibility of conducting the research at this institution. Demographic information about the participants is presented in Table 1.

Table 1. Demographic information regarding medical secretary candidates in the working group

	Frequency	Percentage (%)
Gender		
Female	84	77.77
Male	24	22.22
Class		
1st Class	51	47.22
2nd Class	57	52.77
Total	108	100

2.3. Research Design

In this study, which aims to determine what kinds of metaphors medical secretary candidates develop about "medical secretaryship" and under which characteristics the developed metaphors are grouped in terms of shared features, a qualitative research method was preferred. Additionally, the phenomenology (phenomenological) design, which allows for an in-depth investigation of the phenomenon of "medical secretaryship," was utilized. In this research, perceptions related to the concept of "medical secretary" were identified through metaphors, a data collection method frequently used in qualitative studies. Metaphor analysis aims to understand conceptual metaphors formed from socio-cognitive connections by examining how participants link one concept to another through linguistic expressions (22). Furthermore, it is considered an effective qualitative research method that allows for an in-depth examination of complex concepts, events, and phenomena (23). The processes related to the qualitative research method used in this study are explained step by step below.

2.4. Data Collection Tool and Data Collection Process

In this study, a form created by the researchers was used as the data collection tool. When preparing the form, similar studies in the literature were referenced (24-26) and necessary corrections were made in line with the opinions of two field experts. The first section of this form contains demographic information about the participants' age, gender and class level, while the second section contains the statements "A medical secretary is because

.....". Before commencing the data collection process, the purpose of the study was explained to the medical secretary candidates. Subsequently, the concept of metaphor was explained to the volunteers participating in the study using examples, and information was provided about the form completion process. Verbal consent was obtained from those who volunteered to participate in the research, and the forms were distributed face-to-face in the classroom. Medical secretary candidates were asked to complete the form provided to them within approximately 30 minutes, and additional explanations were given regarding any incomplete or unclear sections. The data collection process was completed in the autumn semester of the 2024–2025 academic year, and a total of 108 students participated in the study.

2.5. Data Analysis

In the analysis of the obtained data, content analysis, one of the qualitative analysis techniques, was used. The metaphors developed by the participants were analyzed by following the metaphor analysis stages proposed by Saban. These stages include the coding and extraction stage, the compilation of sample metaphor images, the category development stage, the stage of ensuring validity and reliability, and the stage of transferring the data to the SPSS software for quantitative data analysis (27). Details of these stages are provided below.

2.5.1. Coding and Elimination

In this stage, the metaphors produced by the participants were first arranged alphabetically. At this point, it was examined whether the metaphors in the participants' statements were explicitly expressed. For this purpose, each participant's metaphor was coded. During this coding process, it was observed that in some participants' statements, the metaphors were not clearly expressed. Additionally, some participants produced metaphors that contained characteristics belonging to more than one category. Moreover, some participants expressed personal opinions instead of metaphors in their statements. Examples of such statements include: "A medical secretary is like water in a glass bottle; you can also drink from plastic, but glass is healthier," "A medical secretary is like a tree; although it is a profession not valued by society, it actually plays a role in many tasks in hospitals," and "A medical secretary is like a spice; because a medical secretary is indispensable." As a result, the forms of a total of 39 participants were removed from the dataset.

2.5.2. Sample Metaphor Image Compilation Stage

At this stage, after removing 53 weakly structured metaphors, a total of 53 valid metaphors were obtained. The metaphors obtained were rearranged in alphabetical order and, after being reviewed a second time, an example metaphor statement explaining each metaphor was selected. In this way, it became possible to group, analyse and interpret the metaphors under specific categories.

2.5.3. Category Development Stage

At this stage, 53 metaphors were examined in terms of the source of the metaphor, the subject of the metaphor, and the relationship between the source and subject of the metaphor. They were then grouped into 5 categories based on common themes, taking into account similar semantic characteristics.

2.5.4. Establishing Validity and Reliability

To ensure the validity of the study, first, the data analysis process was explained in detail, and second, sample metaphors were provided for each metaphor obtained in the research. For the reliability part, expert opinions were consulted to confirm whether the metaphorical images given under the five conceptual categories accurately represented the respective conceptual category. Two experts with experience in metaphor analysis were provided with two lists. The first list contained 53 metaphorical images, and the second list contained the names of the five conceptual categories. The experts were asked to use both lists to match the example metaphorical images in the first list with the five conceptual categories in the second list, ensuring that no metaphorical image was left unclassified. Afterwards, the matches made by the researcher and the experts were compared. In the comparisons, the numbers of "agreements" and "disagreements" were determined, and the reliability of the study was calculated using Miles and Huberman's formula (28) ($\text{Reliability} = \frac{\text{agreements}}{[\text{agreements} + \text{disagreements}] \times 100}$). Within the scope of the reliability study, the experts placed only five metaphors in a different category than the classification made by the researcher. According to the formula, reliability was calculated as $53 / (53 + 5) \times 100 = 91\%$.

2.5.5. Transferring Data to the SPSS Package Programme for Quantitative Data Analysis

After identifying a total of 53 metaphors and developing the five conceptual categories formed by these metaphors, all data were transferred to the SPSS programme and interpreted using descriptive statistical analyses.

2.6. The Ethical Aspect of the Research

This study has been approved by the Ethics Committee of Yozgat Bozok University under decision number 17/23, dated 19.09.2024.

3. Results

In this section, the findings related to the metaphors produced by medical secretary candidates and the conceptual categories concerning the concept of "medical secretaryship" are presented.

3.1. Findings on the Metaphors Created by Medical Secretary Candidates Regarding the Concept of "Medical Secretaryship"

The findings regarding the metaphors of medical secretary candidates about the concept of "medical secretaryship" revealed a total of 53 metaphors related to the concept. Six different metaphorical images were used in these metaphors, and these metaphorical images were grouped under five different conceptual categories (Table 2). Additionally, a word cloud created for the metaphorical images is presented in Figure 1.

Category 1: Medical Secretary in Terms of Their Place in the Healthcare System

As seen in Table 2, 13 metaphors representing this category were produced, and these metaphors were developed by 19 participants. The metaphor "Computer" was the most frequently produced, while the metaphor "Brain of the Hospital" was produced twice, and the other metaphors appeared only once. Some examples of metaphors representing this category are provided below.

3.2. Examination of the Categories Created Regarding the Concept of Medical Secretary According to Various Variables

Under this heading, the distribution of the metaphors developed by the participants is presented according to various characteristics of the participants (e.g., gender, class level, etc.).

As seen in Table 3, in the "Supportive and Assistive Role" category, male participants produced 5 metaphors, while female participants produced 19 metaphors, placing this category first. It is also observed that male participants did not produce any metaphors for the "Information Security and Privacy" category. The categories in which female participants produced the fewest metaphors are "Information Security and Privacy" and "Communication."

Table 3. Distribution of metaphors developed by medical secretary candidates by gender

Gender	Category	Metaphor	F
Female	Place in the Healthcare System	Engine (1), Computer (3), Brain of the Hospital (1), Chess Piece (1), Mother (1), Gear Component (1), Star (1), Heartbeat (1), Skeleton (1), Woman (1), Father (1), Core (1)	12
		Doctor's Assistant (1), Right Hand (1), Indispensable Part of the Hospital (1), Patch Cable (1), Coat Hanger (1), Prompter (1), Guide (1), Navigation (1), Unsung Hero (1), Light (1), Traffic Light (1), Map (1), Light Source (1), Medicine (1), North Star (1), Hand and Foot (1), Mentor (1), Limb (1)	19
	Communication	Messenger (1), Interpreter (1), Bridge (1)	3
	Being Multifaceted	Pawn (1), Woman (1), Octopus (2), Hand and Foot (2), Pen (1), Chameleon (1), Blood (1), Heart (1)	8
	Information Security and Privacy	Vault of Secrets (2), Librarian (1)	2
Total			44
Male	Place in the Healthcare System	Computer (1), Brain of the Hospital (1), Orchestra Conductor (1)	3
	Supportive and Assistive Role	Doctor's Half (1), Deputy (1), Bridge (1), Guide (1), Navigation (1)	5
	Communication	Carrier Pigeon (1), Body's Veins (1)	2
	Being Multifaceted	Joker Player (1), Spine (1), Pocketknife Knife (1)	3
	Information Security and Privacy		0
Total			13

F: frequency

As seen in Table 4, both first- and second-year students produced the most metaphors in the "Supportive and Assistive Role" category. The category with the fewest metaphors for both classes was "Information Security and Privacy."

Table 4. Distribution of metaphors developed by medical secretary candidates by class level

Class	Category	Metaphor	F
1st Class	Place in the Healthcare System	Computer (3), Engine (1), Brain of the Hospital (2), Chess Piece (1), Gear Component (1), Star (1), Mother (1)	7
		Doctor's Half (1), Doctor's Assistant (1), Right Hand (1), Indispensable Part of the Hospital (1), Patch Cable (1), Coat Hanger (1), Deputy (1), Prompter (1), Guide (1), Navigation (1), Unsung Hero (1)	11
	Communication	Messenger (1), Carrier Pigeon (1), Interpreter (1)	3
	Being Multifaceted	Pawn (1), Google (1), Octopus (1), Joker Player (1), Spine (1), Hand and Foot (1)	6
	Information Security and Privacy	Vault of Secrets (1), Librarian (1)	2
Total		29	
2nd Class	Place in the Healthcare System	Heartbeat (1), Skeleton (1), Computer (3), Woman (1), Orchestra Conductor (1), Father (1)	6
		Prompter (1), Traffic Light (1), Map (1), Light Source (1), Medicine (1), North Star (1), Guide (1), Navigation (1), Hand and Foot (1), Mentor (1), Limb (1)	11
	Communication	Bridge (2), Body's Veins (1)	2
	Being Multifaceted	Hand and Foot (1), Pen (1), Pocketknife Knife (1), Chameleon (1), Blood (1), Spine (1), Heart (1), Octopus (1)	8
	Information Security and Privacy	Vault of Secrets (1)	1
Total		28	

F: frequency

4. Discussion

Medical secretaries play an important role in bridging the gap between clinical and administrative areas in healthcare institutions (29). In this study, the perceptions of medical secretary candidates regarding the concept of "medical secretary" were examined through metaphors, and a total of 53 metaphors were developed. Based on these metaphors, five different categories were created. These categories were identified as place in the healthcare system, supportive and assistive role, communication, being multifaceted, and information security and privacy. Among the most frequently repeated metaphors were computer, navigation, guide, octopus, spine, bridge, hand and foot, and brain of the hospital, indicating that medical secretaries perform both technical and communicative functions.

Medical secretaries, as part of the team referred to as healthcare professionals, take part in many different tasks from the patient's

admission to the hospital through to the discharge process (30). The role of medical secretaries is highly critical in healthcare institutions, which can be seen as environments prone to complexity and dominated by intense and sometimes negative emotions (31). In the study, the fact that the most frequently produced metaphors in the medical secretary category, in terms of their place in the healthcare system, were "computer" and "brain of the hospital" emphasizes the central role of medical secretaries within the healthcare system. Additionally, metaphors such as "gear component," "skeleton," and "core" indicate that medical secretaries are an essential part of the healthcare system.

Medical secretaries have a vital role in the institutions where they work and are among the groups most exposed to social interaction in healthcare organizations (5,32). They serve as a bridge between patients, healthcare professionals, and administrators, and are exposed to various emotional transitions within the hospital environment (32). The findings of the metaphor analysis reveal that the roles of medical secretaries are predominantly perceived through supportive and assistive functions. The metaphors produced in the medical secretary category in terms of supportive and assistive roles indicate that medical secretaries serve a complementary and supportive function for both healthcare professionals and patients. While metaphors such as "doctor's half," "deputy," "assistant staff," and "doctor's assistant" express the facilitating role of medical secretaries in easing physicians' workload, metaphors such as "navigation," "traffic light," "guide," "prompter," "mentor," and "map" demonstrate that medical secretaries undertake a guiding and directing role for both patients and healthcare workers. In this context, medical secretaries act as intermediaries in healthcare institutions, guiding individuals and assisting them in ensuring that procedures are carried out in the most accurate and efficient manner (33, 34). Medical secretaries ensure that patients are directed to the correct department, coordinate appointment processes, and contribute to the smooth functioning of healthcare services. In this context, they play a critical role in connecting patients and healthcare staff within healthcare institutions. Additionally, these metaphors indicate that medical secretaries take on a regulatory role within the organization of healthcare services. For example, the metaphor "traffic light" illustrates that medical secretaries act as a balancing element, organizing hospital operations and reducing complexity.

Metaphors in the medical secretary category reflecting their multifaceted nature, such as "joker player," "octopus," "pawn," and "hand and foot," indicate that medical secretaries are individuals who can easily adapt to different units and perform multiple tasks simultaneously. This highlights that medical secretaries work in healthcare institutions in flexible, dynamic, and complex environments. However, the fact that medical secretaries operate in every unit where record-keeping processes occur also exposes them to a higher risk of occupational burnout. In addition, it has been noted that if medical secretaries provide services in ergonomically unsuitable environments, their performance and motivation may be negatively affected (33). Furthermore, the duties of medical secretaries are not limited to administrative tasks; they also include numerous critical responsibilities such as patient guidance, coordination with healthcare staff, and data management. In this context, increasing training programs to support their professional development and organizing workshops to enhance their

competencies enabling them to perform their multifaceted roles more effectively emerges as an important necessity.

In healthcare institutions, medical secretaries play an important role in terms of their job descriptions, professional status, communication with patients and their relatives, and the workflow between administrators and healthcare personnel (35). Medical secretaries serve as the first point of contact between the patient and the healthcare institution. Therefore, the general expectations from medical secretaries include the ability to think quickly, proficiency in touch typing, command of medical terminology, competence in using various computer programs, and contributing to the workflow of healthcare institutions by communicating quickly, accurately, and effectively with administrators, colleagues, patients and their relatives, as well as doctors (13). This aligns with the metaphors highlighted in the metaphor analysis, such as "bridge" and "intermediary," reinforcing the supportive and communicative roles of medical secretaries within the healthcare system.

Due to the structural characteristics of the healthcare system in Turkey and in particular, the high patient density in public hospitals, medical secretaries are faced not only with a heavy administrative workload but also with intense direct patient communication (31). Additionally, medical secretaries act as a bridge between doctors and patients in hospitals as part of their professional training (36). This situation corresponds to metaphors such as "bridge" and "intermediary" that emerge in metaphor analysis. Medical secretaries are healthcare workers who undertake sensitive tasks such as organising medical documents and maintaining patient records, as well as acting as a bridge between healthcare institutions and patients and between healthcare professionals and patients, thereby facilitating communication between them (37). This finding demonstrates that medical secretaries establish a critical communication bridge between healthcare professionals and patients, and highlights that possessing effective communication skills is essential for the efficiency of healthcare services. Today, medical secretaries are not limited to clerical tasks; they are critical healthcare professionals who also carry out administrative, technological, and patient communication responsibilities. The dynamic nature of the healthcare sector continues to underscore their importance in enhancing care quality and service efficiency. Therefore, priority should be given to the education and professional development of medical secretaries to enable them to contribute effectively to healthcare services (38).

For reliable data to be accessible in healthcare institutions, it is important that medical secretarial processes run smoothly (13). This issue aligns with the information security and privacy category. Some participants also created metaphors on this topic. In the medical secretary category, the metaphors "vault of secrets" and "librarian" reflect medical secretaries' responsibility to safeguard patient information and act in accordance with the principle of confidentiality. Since protecting patient privacy is of utmost importance in the healthcare sector, it is also crucial to provide medical secretaries with training on professional ethics and deontology.

From a theoretical perspective, this study demonstrates the applicability of Conceptual Metaphor Theory in understanding individuals' abstract professional perceptions within the field of healthcare professions. The findings not only reveal healthcare

professionals' professional perceptions but also show the usefulness of metaphor analysis in this context. The study has certain limitations. It was conducted solely with medical secretary candidates enrolled at a specific university, which limits the generalizability of the findings. Additionally, metaphors are influenced by individual and cultural experiences, which may lead to different results in other samples.

This research serves as a reference both for the applicability of Conceptual Metaphor Theory in revealing the professional perceptions of healthcare professionals and for evaluating the appropriateness of educational content in institutions that provide medical secretary training. Moreover, it is a valuable resource that can help other healthcare personnel understand the roles of medical secretaries within their profession and support these roles more effectively.

5. Conclusion and Recommendations

In conclusion, based on the findings of the study, it is evident that the roles of medical secretaries within the healthcare system are multifaceted and are expressed through various metaphors. Medical secretaries hold a key position for both patients and healthcare professionals, undertaking responsibilities such as directing patients and alleviating the workload of healthcare staff.

Based on the study's findings, several recommendations have been developed to ensure that medical secretaries can perform their roles effectively within healthcare institutions. Training programs can be organized to address areas such as communication, management and organization, and data security, taking into account the roles of medical secretaries in healthcare settings. Additionally, a course titled "Professional Role Awareness" could be added to higher education programs that train medical secretaries. This course could help candidates better understand their professional responsibilities.

6. Contribution to the Field

From a theoretical perspective, the study demonstrates the applicability of Conceptual Metaphor Theory in the field of healthcare professions for understanding individuals' abstract professional perceptions. The findings indicate that metaphor analysis can serve as an effective theoretical tool for evaluating healthcare professionals' professional identity and role perceptions.

In terms of practical contribution, this study examines the role and significance of the medical secretary profession within the healthcare system through metaphorical perceptions, providing in-depth awareness of the profession. The metaphors obtained offer a valuable resource for understanding the dynamic and multifaceted nature of medical secretarial work. Moreover, these metaphors reveal the meanings that medical secretary candidates attribute to their profession, serving as an important reference for evaluating and improving the content of professional training programs. Additionally, this study serves as an example of metaphor analysis in the fields of healthcare management and professional education, providing a methodological foundation for future research.

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Conflict of Interest

There is no conflict of interest with any person and/or institution

Authorship Contribution

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