



Australian Government

**Assessment Requirements for HLTPHA008
Support pharmacist communication with
clients and other health professionals**

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency. Significant changes to knowledge evidence.</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- complied with legislative and professional practice standards in the collection and provision of a medicines list for at least 10 clients, using effective communication techniques to elicit and provide information in one-to-one communication, including:
 - listened actively
 - used techniques to establish rapport
 - used techniques to clarify meaning
 - provided clear, concise and correct information both verbally and in writing
 - recognised and addressed issues of concern
- identified issues outside scope of practice and referred them to the pharmacist

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical requirements (national, state/territory) for pharmacy work, and how these are applied in organisations, including:
 - codes of conduct
 - duty of care (and implications of negligence)
 - informed consent

- privacy, confidentiality and disclosure
- records management
- rights and responsibilities of workers, employers and clients
- specific legislation:
 - medicines and their use
 - the practice of pharmacy
 - different schedules of medicines and pharmaceutical products
- work role boundaries – responsibilities and limitations, including limitations of own work role and type of information able to be provided:
 - CMI
 - confirmation of appointment date and time
 - information about the use of respiratory devices
 - information about the use of dose administration aids (DAAs)
 - standardised (workplace approved) information for clients
- work health and safety
- purpose and scope of client education to aid compliance with administration of medicines
- procedures for client identification and confirmation of identification
- CMI:
 - purpose and layout
 - sources of pharmacy computer system, National Prescribing Services online CMI search
- documentation:
 - assessment of client's ability to manage medications
 - list of medications brought into hospital
 - that CMI or other medication-related information has been issued to client/carer
- purpose and features of DAAs and limitations and problems with these devices
- principles of effective communication, including recognition of communication and language difficulties and how to overcome these
- features of current medication lists, purpose and layout
- sources and method of preparation of electronic and hard copy information
- purpose of, and methods for, standardised assessment of client's ability to manage medications
- factors that affect clients' ability to manage medications, including special needs related to:
 - communication environment and context
 - cognitive ability
 - cultural or language barriers
- respiratory devices:
 - care of respiratory devices
 - demonstration of respiratory devices

- knowledge, purpose and selection criteria for respiratory devices (including: dry powder inhalers, metered dose inhaler, spacers)
- structure and functions of the body systems and associated components, including:
 - cardiovascular system
 - cells, tissues and organs
 - digestive system
 - endocrine system
 - integumentary system
 - lymphatic system
 - musculo-skeletal system
 - nervous system
 - reproductive system
 - respiratory system
 - the special senses – smell, taste, vision, equilibrium and hearing
 - urinary system
- purposes of different medicine groups, including:
 - analgesics and anti-inflammatory agents
 - anti-coagulants
 - anti-depressants
 - anti-diabetic agents
 - anti-epileptics
 - anti-gout agents
 - anti-histamines
 - anti-hypertensives
 - anxiolytics and hypnotics
 - asthma treating agents
 - cholesterol and lipid lowering agents
 - corticosteroids
 - cytotoxics
 - diuretics
 - gastro-intestinal agents
 - heart medicines
 - hormonal medicines
 - osteoporosis medicines
 - viral and anti-bacterial agents, anti-fungals or antibiotics
- factors affecting medicine groups:
 - blood pressure
 - breast feeding
 - geriatric
 - paediatric

- pregnancy
- issues that affect the use of medicine in an individual:
 - bioavailability
 - bioequivalence
 - medicines absorption
 - medicines distribution
 - medicines elimination
 - medicines half-life
 - medicines metabolism
- concept of medicines:
 - medicines interactions
 - medicines food interactions and incompatibilities

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including CMI
- modelling of industry operating conditions, including communication with clients and health professionals

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c3d1390f-48d9-4ab0-bd50-b015e5485705>