



Australian Government

**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>

Application

This unit describes the skills and knowledge required to identify and respond to pharmacy client information needs in relation to medicines and pharmacy services. Information recipients may be end user clients or other health professionals supporting the client.

This unit applies to pharmacy assistants and technicians working under the supervision of a pharmacist.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Identify client information needs

- 1.1 Review client documentation to identify the medicines the client is taking
- 1.2 Clarify client information needs with pharmacist
- 1.3 Identify and plan to meet client special needs which may impact on the effectiveness of communication
- 1.4 Use standard assessment tools to identify a client's ability to manage their medications
- 1.5 Discuss information needs with the client and /or carer and refer needs outside of scope of role to the

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

pharmacist

2. Gather and prepare information to meet client needs

2.1 Access reference material to gather information

2.2 Ensure information is in a suitable format for the client to understand

2.3 Select appropriate modes of communication to suit the purpose and context of the information being provided

3. Provide specific or prepared information to clients

3.1 Provide prepared information to clients when requested by the pharmacist

3.2 Present relevant information to the client clearly and in sufficient detail to meet the needs of the client

3.3 Reinforce the key messages provided to clients by the pharmacist or through consumer medicine information (CMI) and refer needs outside of scope of role to the pharmacist

3.4 Exercise appropriate discretion and confidentiality and explain boundaries of confidentiality to client

3.5 Seek advice and assistance from the pharmacist for unresolved concerns or issues

3.6 Negotiate appointments with client and staff for the provision of information to the client

4. Collect information and provide to other health professionals

4.1 Detect new client admission and notify pharmacist

4.2 Record client's medication brought into hospital

4.3 Communicate medicines supply information to internal medical, nursing staff and community providers

4.4 Obtain discharge planning information from relevant source

4.5 Prepare information for health professional for verification by the pharmacist

4.6 Transfer information to health professional after

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element

verification by pharmacist

5. Confirm that client information needs have been met

5.1 Clarify with client that they understand the information provided

5.2 Confirm with the pharmacist that client information needs have been met

5.3 Record details of information provided to the client

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>