



Australian Government

Department of Education, Employment and Workplace Relations

HLTCOM408B Use specific health terminology to communicate effectively

Release: 1

HLTCOM408B Use specific health terminology to communicate effectively

Modification History

Unit Descriptor

This unit covers the skills required to understand and respond to instructions, carry out routine tasks and communicate with a range of internal and external clients in a health care practice, using appropriate practice-specific health terminology.

Application of the Unit

This unit applies to work in a range of health settings
It has been derived from unit BSBMED301A Use advanced medical terminology to apply across a range of health industry sectors, including medical and non-medical settings
Application of this unit should be contextualised to reflect specific terminology and usage requirements to address workplace requirements, issues and practices

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills
The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.
The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Respond appropriately to instructions containing health terminology	1.1 Receive, understand and document written and oral instructions using practice-specific health terminology
	1.2 Use checklists containing health terminology where appropriate
	1.3 Recognise and interpret abbreviations for practice-specific terms and associated processes
	1.4 Understand and adhere to policies, procedures and guidelines of specific health workplace
	1.5 Seek clarification of instructions when necessary
2 Carry out routine tasks	2.1 Use practice-specific health terminology correctly in the completion of routine tasks
	2.2 Seek assistance from designated person/s as required
3 Use appropriate health terminology in oral and written communication	3.1 Use appropriate practice-specific health terminology as directed in oral and written communication with clients, fellow workers and health professionals
	3.2 Present written communication to a designated person for verification of terminology if required
	3.3 Correctly spell and pronounce practice-specific health terminology
	3.4 Seek advice from designated person as required to clarify correct use and meaning of practice-specific health terms and associated processes

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

- Relevant workplace guidelines
- Relevant practice-specific health terminology
- Relevant local/state/federal legislation
- Own and others' responsibilities
- Appropriate forms and recording requirements
- Appropriate external agencies
- Appropriate information sources

Essential skills:

Ability to:

- Use and understand abbreviations for practice-specific health terms and associated processes
- Correctly spell and pronounce practice-specific health terminology
- Communicate in a professional manner using appropriate communication strategies
- Maintain confidentiality, security and privacy of information
- Carry out activities and actions within local, state and federal legislation
- Follow instructions, including routine oral and written sequenced instructions
- Ensure activities are well organised, executed in a timely fashion and any documents prepared or obtained are filed appropriately
- Ensure all written communication is self-checked for spelling errors, grammatical mistakes and missing words and presented to designated person for approval if required
- Use literacy skills, including:
 - follow procedures, policies, signs and instructions
 - use correct spelling, grammar and punctuation

Use language skills, including:

relay information

use appropriate and correct practice-specific health terminology

use correct pronunciation and sentence structures

question to clarify terms and context

Apply interpersonal skills to interact with clients and others in an appropriate manner

Apply basic research skills to increase own knowledge of practice-specific health terminology

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

This unit is most appropriately assessed in a classroom environment

Assessment may contain theoretical emphasis and examples covering a range of workplace situations in relation to a specific sector of the health industry

Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender

Assessment of sole practitioners must consider their unique workplace context, including:

Interaction with others in the broader professional community as part of the sole practitioner's workplace

Scope of practice as detailed in the qualification and component competency units

Holistic/integrated assessment including:

working within the practice framework

performing a health assessment

assessing the client

planning treatment

providing treatment

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Practice-specific health terminology may include standard terms and abbreviations relating to:

Practice-specific language and nomenclature
Case taking
Prescriptions
Labelling
Health conditions and disease processes
Health investigations and procedures
Practice equipment and instruments
Departments/sections in a hospital
Other health care specialties
Health insurance
Workcover
Referrals

Written and oral instructions may include:

Notices
Prescriptions
Instructions for post-treatment care
Client notes
Routine reports
Test results
Referrals
OHS signs and instructions
Diary entries
Telephone calls
Oral instructions

Routine tasks may include:

Entering client details into computer system
Filing client notes
Maintaining client information
Receiving and making telephone calls
Word processing
Processing correspondence
Maintaining information to assist clients and practitioner(s)
Ordering stock (e.g. stationery, medical supplies)
Recording information
Preparing reports
Answering client enquiries
Producing a range of documents, as required

Oral communication may include:

Verbal instructions
Confirming appointments
Answering routine telephone enquiries
Communicating with a range of health care professionals on client related matters

Written communication may include:

Memoranda
Letters
Minutes
Forms
Correspondence to a range of health care professionals on client related matters
Client history questionnaires
Client records
Appointment diaries, cards
Telephone messages
Client histories
Case reports

Clinic guidelines may include:

Telephone protocol
Correspondence format
Office practice manual
OHS
Emergency procedures
Security, confidentiality and privacy procedures
Recording information
Cleanliness and hygiene
Accessing and updating files
Information specific to the practice
Comply with local, state and federal legislation
Instructions

Clarification may be sought from:

Dictionary of medical and/or other health care terminology

Drug and prescription information sources/databases

Practice specific texts

Clinic guidelines

Relevant handbook

Designated person/s

Unit Sector(s)