



Australian Government

Department of Education, Employment and Workplace Relations

HLTCOM408D Use specific health terminology to communicate effectively

Release: 1

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Modification History

Version 4	Version 5	Comments
HLTCOM408C Use specific health terminology to communicate effectively	HLTCOM408D - Use specific health terminology to communicate effectively	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

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

Application

This unit applies to work in a range of health settings where health services are provided with direct client contact involved

Application of this unit should be contextualised to reflect any specific workplace requirements, issues and practices

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

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

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

ELEMENT

3. Use appropriate health terminology in oral and written communication

PERFORMANCE CRITERIA

- 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

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

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

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply basic research skills to increase own knowledge of practice-specific health terminology
- Apply interpersonal skills to interact with clients and others in an appropriate manner
- Carry out activities and actions within local, state and federal legislation
- Communicate in a professional manner using appropriate communication strategies
- Correctly spell and pronounce practice-specific health terminology
- 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
- Follow instructions, including routine oral and written sequenced instructions

REQUIRED SKILLS AND KNOWLEDGE

- Maintain confidentiality, security and privacy of information
- Use and understand abbreviations for practice-specific health terms and associated processes
- Use literacy skills, including:
 - follow procedures, policies, signs and instructions
 - use correct spelling, grammar and punctuation
- Use language skills, including:
 - question to clarify terms and context
 - relay information
 - use appropriate and correct practice-specific health terminology
 - use correct pronunciation and sentence structures

Evidence Guide

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.

EVIDENCE GUIDE

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- 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:

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

Written and oral instructions may include:

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

RANGE STATEMENT

Routine tasks may include:

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

Oral communication may include:

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

Written communication may include:

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

RANGE STATEMENT

Clinic guidelines may include:

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

Clarification may be sought from:

- Clinic guidelines
- Designated person/s
- Dictionary of medical and/or other health care terminology
- Drug and prescription information sources/databases
- Practice specific texts
- Relevant handbook

Unit Sector(s)

Not Applicable