Assessment Requirements for SIRCDIS007 Administer dispensary computer systems and claims

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- complete each of these types of computer maintenance activities:
  - data back-up
  - virus software updates
  - dispensary software updates
  - dispensary system data updates
- generate each of these types of reports:
  - clinical reports
  - financial reports
  - online claims reports
- administer and reconcile Pharmaceutical Benefits Scheme (PBS) claims:
  - prepare and lodge claims for two reporting periods
  - reconcile payments against claims for two reporting periods
  - identify outstanding payments and refer to pharmacist across two reporting periods
  - identify out-of-period adjustments from prior claims and refer to pharmacist across two reporting periods.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- role boundaries and responsibilities of dispensary assistants and pharmacists in maintaining dispensary system data and administering and reconciling PBS claims
- organisational procedures for:
  - maintaining computer systems and data
  - maintaining privacy and confidentiality of customer information
  - preparing, submitting and reconciling PBS claims
- features and functions of dispensary software specifically for:
  - data maintenance
  - generating and distributing reports
  - preparing, submitting and reconciling PBS claims

- formats, content and use of dispensary reports, including terminology:
  - clinical reports
  - financial reports
  - online claims reports
- types of information generated by dispensary systems to alert pharmacist of customer need or eligibility for additional services or programs, including those related to compliance, and their documentation requirements:
  - Home Medicine Review
  - MedsCheck
- key features of PBS payment entitlements for different types of customers:
  - payments for general customers without concessional cards
  - payments for concessional customers
- sources of information and instructions for preparing PBS claims, including those related to:
  - PBS online
    - error/rejection messages and how to action
  - paper-based claims
  - submission methods
- Medicare Australia claims procedures for preparing and submitting online and paper based claim forms
- required claim information:
  - prescription endorsement and identification
  - serial numbers
  - price claimed for:
    - elected PBS prescriptions
    - exceptional PBS prescriptions
    - Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions for items not included in the PBS or RPBS Schedule.

Assessment Conditions

Skills must be demonstrated in a pharmacy with a designated operational dispensary and administration area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.

Assessment must ensure use of:

- information technology hardware and software
- dispensary software currently used by the community pharmacy industry
- online PBS claims systems
- template dispensary reports:
  - clinical reports
  - financial reports

- online claims reports
- PBS claims documentation
- endorsed prescriptions with stickers or stamps, ready for claiming
- organisational procedures for:
  - maintaining computer systems and data
  - maintaining privacy and confidentiality of customer information
  - preparing, submitting and reconciling PBS claims
- pharmacists with whom the individual can interact
- assessment activities that allow the individual to work with commercial speed, timing and productivity to complete PBS claims within nominated deadlines.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d