



Australian Government

SIRCDIS007 Administer dispensary computer systems and claims

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assist pharmacists with a range of administrative requirements. It requires the ability to maintain the dispensary computer system and to prepare and reconcile Pharmaceutical Benefits Scheme (PBS) claims.

This unit applies to senior dispensary assistants working in community pharmacies. When administering customer records and pharmacy claims they work under the direct supervision of a pharmacist and their role is limited to those functions that do not require them to exercise professional pharmaceutical judgement or discretion.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SIRCDIS003 Assist in dispensing prescriptions

Competency Field

Dispensary

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1. Maintain dispensary computer system.

1.1. Follow organisational procedures for maintaining computer systems, data and privacy of customer information.

1.2. Interpret and follow technical instructions for computer system maintenance.

1.3. Back up computer data regularly and ensure currency of dispensary and virus protection software.

2. Monitor and use

2.1. Update dispensary system data regularly to ensure accuracy and

- system information. currency.
- 2.2. Provide clear information to pharmacist about changes to dispensary system data and seek guidance on issues requiring pharmacist instruction.
 - 2.3. Generate, review and distribute regular dispensary reports.
 - 2.4. Identify customer information for follow up in relation to additional services or programs and advise pharmacist.
 - 2.5. Generate documentation that supports pharmacist interactions with customers about services and programs.
 - 2.6. Protect customer privacy and ensure confidentiality of stored information.
 - 2.7. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.
3. Prepare PBS claims.
 - 3.1. Follow organisational procedures for administering and reconciling claims.
 - 3.2. Interpret and adapt to changing requirements for claims lodgement.
 - 3.3. Close off prescription claim period, as directed by pharmacist, to meet Medicare Australia and PBS claim deadlines.
 - 3.4. Check prescription forms for patient or agent signature and date.
 - 3.5. Prepare accurate and complete claims.
 - 3.6. Collate prescriptions into patient groups.
 - 3.7. Check serial numbers, identify and refer missing serial numbers to pharmacist.
 - 3.8. Refer completed hard and soft copy claims data to pharmacist for sign-off, and lodge with Medicare Australia.
 4. Reconcile Medicare Australia payments.
 - 4.1. Analyse and reconcile Medicare Australia payments against data lodged by pharmacy for the claim period.
 - 4.2. Identify and resolve reconciliation discrepancies within scope of own role.
 - 4.3. Identify outstanding payments and refer to pharmacist.
 - 4.4. Identify out-of-period adjustments from prior claims and refer to pharmacist.

Foundation Skills

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=ca051b1b-5101-4ec2-ac1c-49699303188d>