Australian Government

SIRCPPA007 Assist customers with pregnancy and maternal health products and services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled pregnancy and maternal health products. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or supply of Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.

Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Competency Field

Pharmacy Product Advice

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. Collect information about customer needs.	1.1. Approach and question customer according to pharmacy protocol.
	1.2. Use questions and actively listen to determine

who will be using the product and relevant symptoms, duration and severity of the condition.

1.3. Determine customer satisfaction with products previously used.

1.4. Identify any other health conditions and prescribed medications.

1.5. Follow pharmacy procedures to respect and protect customer privacy.

2. Assess customer information and determine need for referral.	2.1. Recognise and act on information that requires referral to the pharmacist.
	2.2. Recognise and act on information that indicates the potential for better customer outcomes with Pharmacist Only Medicines (S3).
	2.3. Provide clear summary of customer information to pharmacist when referral is required.
	2.4. Monitor pharmacist consultation and finalise interaction with customer according to pharmacy procedures.
3. Provide information and advice on pregnancy and maternal health.	3.1. Select and suggest Pharmacy Medicines (S2) or unscheduled medicines and products suited to customer needs within scope of own knowledge.
	3.2. Identify and use opportunities to suggest additional products relevant to customer needs.
	3.3. Provide customer with directions for product use and confirm understanding
	3.4. Offer current and accurate information from recognised sources on related lifestyle and self-care practices and specialist support services.
4. Maintain and develop knowledge of pregnancy and maternal health conditions, products and services.	4.1. Identify and use opportunities to maintain and develop product and health condition knowledge using recognised sources of information.
	4.2. Check regularly for new additions or changes to range.
	4.3. Use product information to update knowledge of product application and directions for use.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Technology skills to:	• use online information systems to search for information.

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