



**Australian Government**

**BSBMED305 Apply the principles of  
confidentiality, privacy and security within  
the medical environment**

**Release: 1**

## BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### Application

This unit describes the skills and knowledge required to apply principles and procedures relating to confidentiality, privacy and security to own work within the medical environment.

It applies to individuals required to maintain confidentiality, privacy and security under legislation, and workplace policies and procedures in a medical environment. It covers working within accepted codes of conduct and following confidentiality, privacy and security provisions.

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

### Unit Sector

Administration – Medical Services Administration

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Work within accepted codes of conduct	1.1 Ensure work is reviewed and approved by a health practitioner or senior administrator who has delegated tasks 1.2 Keep records up-to-date and complete tasks as required, neatly, accurately and in a timely manner 1.3 Seek clarification with relevant personnel of unclear or ambiguous procedures 1.4 Treat patients, colleagues and health practitioners with respect 1.5 Refer health related matters raised by patients back to medical practitioners

ELEMENT	PERFORMANCE CRITERIA
	1.6 Act with honesty and integrity at all times 1.7 Communicate conflict of interest or potential conflict of interest promptly to manager or supervisor
2. Follow confidentiality and privacy procedures	2.1 Assess information and requests for information with regard to what is and what is not disclosable 2.2 Use discretion and judgement in all communications 2.3 Discuss patient-related matters within the confines of the facility and with appropriate personnel only 2.4 Seek advice and clarification with relevant personnel where potential confidentiality issues arise in dealings with patients, their families and others
3. Follow security procedures	3.1 Store and appropriately secure patient records and other confidential documentation 3.2 Clearly label and store securely according to organisational policies and procedures, all documents required by legislation to be stored for certain periods 3.3 Ensure drugs, equipment and other materials potentially posing a work health and safety (WHS) threat to others are stored securely at all times

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.2, 2.1, 3.1, 3.2	<ul style="list-style-type: none"> <li>Recognises familiar text types within job specifications and regulatory requirements and uses different strategies to identify relevant information</li> </ul>
Writing	1.2, 3.2	<ul style="list-style-type: none"> <li>Produces records and labels according to workplace requirements</li> </ul>
Oral Communication	1.1, 1.3, 1.4, 1.5, 1.7, 2.4	<ul style="list-style-type: none"> <li>Uses appropriate language and non-verbal features to provide information</li> <li>Obtains information from others by active listening and questioning</li> </ul>
Navigate the	1.6, 2.1, 2.2, 3.1,	<ul style="list-style-type: none"> <li>Operates according to ethical guidelines and legislative</li> </ul>

work of work	3.2, 3.3	requirements <ul style="list-style-type: none"> <li>Follows organisational procedures and protocols</li> </ul>
Interact with others	1.1, 1.3, 1.4, 1.5, 1.7, 2.2, 2.3, 2.4	<ul style="list-style-type: none"> <li>Collaborates with others to achieve outcomes, playing an active role in facilitating respectful interactions</li> </ul>
Get the work done	1.1, 1.2, 1.7, 2.1, 3.1, 3.2	<ul style="list-style-type: none"> <li>Plans and sequences workload to ensure tasks are completed accurately and in a timely manner</li> <li>Takes responsibility for the outcomes of routine decisions related directly to own role</li> <li>Recognises and takes responsibility for addressing predictable problems in familiar work contexts</li> <li>Understands the importance of secure information and privacy in relation to own work</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment	BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>