



Australian Government

HLTADM010 Facilitate a coordinated approach to client care

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to provide instructions and information to clients, pro-actively follow up clients and liaise with other service providers to support a coordinated care approach.

This unit applies to individuals who assist and work under the delegation of health professionals.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Health Administration

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Provide instruction and information to clients.
2. Follow up clients.

PERFORMANCE CRITERIA

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

- 1.1. Adhere to scope of own role in providing medical information according to regulatory requirements.
- 1.2. Read information and check its currency and accuracy prior to provision of information to clients.
- 1.3. Instruct and inform clients as per health professional request, ensuring consistency of message.
- 2.1. Recall clients as per practice protocols and health

- professional instructions.
- 2.2. Interpret and manage the medical practice reminder system according to procedures.
- 2.3. Monitor 'did not attend' clients and follow up according to organisational policies and procedures.
- 2.4. Identify critical client appointments and follow up according to protocols if clients fails to attend.
- 2.5. Accurately record communication with, and in regard to, clients.
- 3. Exchange information among providers.
 - 3.1. Ensure information exchange, including communication method, adheres to legislative requirements and industry standards.
 - 3.2. Facilitate information exchange programs designed to encourage and support client participation.
 - 3.3. Pro-actively identify and follow up missing information.
- 4. Facilitate multi-disciplinary approach to client care.
 - 4.1. Gather information about local service providers and health care programs and maintain its currency.
 - 4.2. Make service provider and health care program information readily available to colleagues.
 - 4.3. Liaise with other service providers and organise required care as per health professional request.
 - 4.4. Coordinate case discussions amongst providers, when required to support client care.
 - 4.5. Complete required documentation for referral as per health professional request.
 - 4.6. Provide complete and correct information to clients.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to HLTADM003 Facilitate a coordinated approach to client care.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>