



Australian Government

HLTOUT002 Receive and respond to requests for ambulance service

Release: 2

HLTOUT002 Receive and respond to requests for ambulance service

Modification History

Release	Comments
Release 2	Release 2. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to Release 1. HLTOUT002 Receive and respond to requests for ambulance service. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB005 Receive and respond to requests for ambulance service.
Release 1	Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.

Application

This unit describes the skills and knowledge required to receive and respond to requests for ambulance services and to transfer calls for action. Call-taking work is carried out in accordance with standard organisational policies and procedures for operations.

This unit applies to individuals working in an ambulance communications centre.

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

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes.

1. Receive request for service.

PERFORMANCE CRITERIA

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

- 1.1. Promptly answer incoming requests for service.
- 1.2. Establish details of the situation using communication skills, techniques and resources as per established protocol.
- 1.3. Record complete details of the request in a timely and efficient manner.
- 1.4. Respect confidentiality at all times.
- 1.5. Assess and communicate any danger to the caller,

ELEMENT

Elements define the essential outcomes.

PERFORMANCE CRITERIA

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

patient or the ambulance crew attending.

2. Respond to request for service.

2.1. Use organisational systems and procedures to gain information from the caller and determine urgency of the request.

2.2. Record information electronically in accordance with organisational policies and procedures.

2.3. Communicate information to the caller in line with the situation and patient's needs.

2.4. Provide first aid advice to the caller.

2.5. Determine a suitable priority case using a prioritising tool.

3. Apply strategies to manage the call.

3.1. Use advanced communications skills to consistently help develop a rapport with the caller.

3.2. Confirm with the caller that the information they have provided is accurate and complete in accordance with organisational policies and procedures.

3.3. Adjust tone or manner to respond to the caller's individual needs or situational contingencies.

4. Refer and finalise request.

4.1. Identify and action any need to refer the request for service.

4.2. Terminate the call and take any required follow-up action.

Foundation Skills

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

Unit Mapping Information

Release	Comments
---------	----------

Release 2	<p>Release 2. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to Release 1. HLTOUT002 Receive and respond to requests for ambulance service.</p> <p>Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB005 Receive and respond to requests for ambulance service.</p>
Release 1	<p>Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.</p>

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>