



**Australian Government**

# **HLTPHA015 Provide assistance in dispensary administration**

**Release: 1**

# HLTPHA015 Provide assistance in dispensary administration

## Modification History

Not applicable.

## Application

This unit of competency describes the performance outcomes, skills and knowledge required to use dispensary administration systems to maintain dispensary information, process Pharmaceutical Benefits Scheme (PBS) claims and complete other specialised administration tasks.

This unit applies to hospital or health services pharmacy assistants and technicians working under the supervision of an authorised person.

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

Pharmacy

## Unit Sector

Health

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Perform dispensing administration tasks.
2. Maintain dispensary information.

### PERFORMANCE CRITERIA

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

- 1.1. Use technical and numerical features of dispensary administrative systems correctly.
- 1.2. Issue and update pharmaceutical entitlement and benefit documents for patients including online claims within scope of own job role.
- 2.1. Update dispensary system with accurate information as required.

- 2.2. Identify and respond to any discrepancies including reports, logs, PBS claims and missing patient information.
- 2.3. Identify and extract correct clinical and financial data required for reporting and claiming systems.
- 2.4. Inform relevant authorised person of changes to data stored in the dispensary information system.
- 2.5. Maintain confidentiality of dispensary information.
3. Process pharmaceutical benefit claims.
  - 3.1. Collate prescriptions eligible for PBS claims and confirm details.
  - 3.2. Interpret and use financial information related to claims.
  - 3.3. Submit pharmaceutical claims to relevant authority.
  - 3.4. Maintain accurate records for claims submission.

## Foundation Skills

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

## Unit Mapping Information

Supersedes and is not equivalent to HLTPHA006 Provide assistance in dispensary administration.

## Links

Companion Volume implementation guides are found in VETNet -

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