



Australian Government

**HLTPHA017 Support pharmacist's
communication with patients and other
health professionals**

Release: 1

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Modification History

Not applicable.

Application

This unit of competency describes the performance outcomes, skills and knowledge required to identify and respond to pharmacy patient information needs in relation to medication and pharmacy services. Information gathered includes best possible medication histories, discharge information and other transitions of care. Recipients may be patients or other health professionals supporting the patient.

This unit applies to hospital or health services pharmacy assistants and technicians working under the supervision of a pharmacist or 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. Identify patient information needs.

PERFORMANCE CRITERIA

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

- 1.1. Review patient documentation to identify the medication the patient is taking.
- 1.2. Clarify patient information needs with a pharmacist or an authorised person.
- 1.3. Identify and plan to meet patient special needs which may

- impact on the effectiveness of communication.
- 1.4. Use standard assessment tools to identify a patient's ability to manage their medications.
 - 1.5. Discuss information needs with the patients and carers and refer needs outside of scope of role to a pharmacist or an authorised person.
2. Gather and prepare information to meet patient needs.
 - 2.1. Access reference material to gather the required information.
 - 2.2. Ensure information is in a suitable format for the patient to understand.
 - 2.3. Select appropriate modes of communication to suit the purpose and context of the information being provided.
 3. Provide specific or prepared information to patients.
 - 3.1. Provide prepared information to patients when requested by a pharmacist or an authorised person.
 - 3.2. Present relevant information to the patient clearly and in sufficient detail to meet the needs of the patient.
 - 3.3. Reinforce the key messages provided to patients by the authorised person or through Consumer Medicines Information (CMI) and refer needs outside of scope of role to a pharmacist or an authorised person.
 - 3.4. Exercise appropriate discretion and confidentiality and seek advice and assistance from a pharmacist or an authorised person for unresolved concerns or issues.
 - 3.5. Negotiate appointments with patient and staff for the provision of information to the patient in accordance with organisational policies and procedures.
 4. Collect information and provide to other health professionals.
 - 4.1. Detect new patient admission and notify a pharmacist or an authorised person.
 - 4.2. Record patient's medication brought into hospital or to the health services provider.
 - 4.3. Communicate medication supply information to internal medical, nursing staff and community providers.
 - 4.4. Obtain discharge planning information from relevant source.
 - 4.5. Prepare information for health professional for verification by a pharmacist or an authorised person.
 - 4.6. Transfer information to health professional after verification by a pharmacist or an authorised person.
 5. Confirm that patient information needs have been met.
 - 5.1. Clarify with patient that they understand the information provided.
 - 5.2. Confirm with a pharmacist or an authorised person that patient information needs have been met.
 - 5.3. Record details of information provided to the patient in

accordance with organisational procedures.

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 HLTPHA008 Support pharmacist communication with clients and other health professionals.

Links

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