



Australian Government

Department of Education, Employment and Workplace Relations

HLTDEFHC411B Attend to client being transported by road ambulance

Release: 1

HLTDEFHC411B Attend to client being transported by road ambulance

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit covers the competency required to attend to clients being transported by road ambulance

Application of the Unit

Application

This unit of competence has been based on *HLTAMBT402C Transport emergency clients* but does not include the requirement to drive a road ambulance

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Convey and receive information relating to client transport

PERFORMANCE CRITERIA

1.1 Use client transport information received from dispatching authority to plan appropriate equipment, client care, route and timings according to *organisation policies and procedures*

1.2 Notify appropriate receiving facility according to *organisation policies and procedures*

2. Transport client

2.1 Maintain continuity of care in order to provide seamless client care from point of collection to handover to appropriate receiving facility

2.2 Utilise *ambulance equipment* in client transport and operate correctly according to manufacturer's/supplier's instructions and local clinical guidelines

2.3 Provide instructions to the vehicle driver so that vehicle moves in a manner that avoids exacerbation of client's condition

2.4 Establish and maintain *communication* as required between driver and health care provider to ensure safe transport and effective client care

ELEMENT**PERFORMANCE CRITERIA**

3. Load, unload and secure client and equipment for transportation

3.1 Conduct loading/unloading smoothly, consistent with safe work practices, and *organisation policies and procedures*

3.2 Ensure unnecessary movement does not exacerbate client's illness/injury during loading and unloading

3.3 Remove client(s) from scene in a manner consistent with treatment and in accordance with *organisation policies and procedures*

3.4 *Secure client and equipment for transport in accordance with relevant organisation policies and procedures*

4. Hand over a client requiring continuing care

4.1 Document client information according to *organisation policies and procedures*

4.2 Maintain client confidentiality

4.3 Ensure documentation for handover procedures conveys all necessary information

4.4 Ensure information is conveyed appropriately to individuals involved in ongoing client care to facilitate understanding and optimise continuing client care

4.5 Maintain client care until responsibility for client care is taken over by staff of the receiving agency

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Methods of loading and unloading clients under life-threatening conditions
- Organisation policies and procedures
- Client care and restraint during transportation
- Relevant acts, regulations and procedures governing the handling/lifting of clients
- Relevant Australian Standards such as AS/NZ Standard 4535: 1999 Ambulance Restraint Systems

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Transport a client in a road ambulance in at least two situations, by loading/ unloading clients to exhibit effective handling skills and knowledge
- Provide safe transportation of clients over routes, requiring effective communication with the driver of the ambulance vehicle

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply interpersonal and questioning skills
- Prioritise workload
- Provide basic client care
- Solve problems
- Use available resources

REQUIRED SKILLS AND KNOWLEDGE

- Use communications equipment and systems
- Use equipment and resources competently and safely
- Work with others and display empathy with clients and relatives

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the work
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the work context, the assessment environment should represent work conditions as closely as possible

Resource implications:

- Assessment requires access to:
 - a road ambulance
 - a client requiring transport
 - relevant clinical guidelines and protocols

Consistency in performance:

- Competency should be demonstrated over time with a range of road ambulance transport situations that could be expected in the workplace

EVIDENCE GUIDE

Context of assessment:

- Competency should be assessed in a simulated workplace over a variety of situations involving the transport of clients in life-threatening situations

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

- This unit may be assessed independently, but holistic assessment with other clinical units is encouraged

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Road ambulance may include:

- 6WD ambulance
- 4WD ambulance
- 2WD ambulance
- Other designated transport vehicles

Organisation policies and procedures may include:

- Acts, regulations service policy and procedures include those relating to the operation of radio and electronic communication equipment
- Occupational health and safety Acts, regulations and standards
- Organisation policy directives
- Organisation standard operational procedures
- Privacy Act
- Safe lifting and manual handling procedures

Information relevant to client transport may include:

- Location
- Client information (demographic information, injury/illness information, time criticality)
- Point of contact at client location
- Receiving facility destination
- Special equipment requirements

Ambulance equipment may include:

- Communication devices
- First responder medical kits
- Hooks and stowage points
- Lighting
- Oxygen therapy
- Client lifting devices
- Personal protective equipment
- Restraints
- Splints, bandages and IV equipment
- Storage compartments
- Suction
- Vital signs monitoring

RANGE STATEMENT

Controlling the vehicle may include giving instructions to vehicle driver about:

- Limiting corner and obstacle turbulence
- Limiting speed
- Specified route

Communication may include:

- Operating service radio equipment
- Viable alternatives that support effective communication

Securing the client and equipment for transport may include:

- Operating securing devices
- Securing the client, client belongings, items of luggage and mobility devices
- Using available ambulance space appropriately

Documenting client information may include:

- MR - Demographic
- M - Mechanism of injury
- I - Injury
- S - Significant signs and symptoms
- T - Treatment

Unit Sector(s)

Not Applicable