



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTMAP407B Facilitate a coordinated approach to client care**

**Release: 1**

## **HLTMAMP407B Facilitate a coordinated approach to client care**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This competency unit describes the knowledge and skills required to assist health practitioners to manage the health of the medical practice client population in collaboration with other service providers where required

### **Application of the Unit**

#### **Application**

All skills and knowledge described in this competency unit are to be applied in line with duty of care, taking responsibility for priority of client safety and with due compliance to legal and ethical requirements, including client privacy and confidentiality

### **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. *Provide instruction and information to clients*

2. Follow up clients as per practice protocols and doctor's instructions

### PERFORMANCE CRITERIA

1.1 Instruct and inform clients as per doctors request, ensuring consistency of message

1.2 Adhere to scope of own medical assisting role

1.3 Apply effective communication techniques

1.4 Check and ensure currency of information given

2.1 Recall clients as per practice protocols and doctor's instructions

2.2 Manage the medical practice reminder system

2.3 Monitor "did not attend" clients and follow up appropriately

2.4 Identify critical client appointments and follow up according to practice protocols if clients fails to attend

2.5 Document correspondence with and with regard to clients

**ELEMENT****PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 3. Exchange information among providers effectively and appropriately    | <p>3.1 Ensure <i>information exchange</i>, including methods, adheres to legislative requirements as well as industry standards</p> <p>3.2 Facilitate participation in <i>programs</i> designed to support information exchange</p> <p>3.3 Follow up missing information, such as discharge summaries, test results</p>  |
| 4. Facilitate multi-disciplinary approach to client care                 | <p>4.1 Gather information related to local service providers and health care programs and maintain its currency</p> <p>4.2 Ensure service provider and health care program information is readily available to doctors and others in the practice</p> <p>4.3 Contact appropriate service provider and <i>organise required care</i> as per doctor's request</p> <p>4.4 Coordinate case discussions amongst providers, when required</p> <p>4.5 Complete required paperwork or documentation for referral as per doctor's request</p> <p>4.6 Instruct clients appropriately</p> |
| 5. Extract information from practice database to facilitate optimal care | <p>5.1 Respond to doctor's request for information from practice database regarding specific clients or entire practice client population</p> <p>5.2 Extract data and check for accuracy</p> <p>5.3 Assist with data interpretation and analysis, if required</p>  |

**Required Skills and Knowledge****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:

- Correct documentation
- Cultural and religious factors in relation to the human body
- Diverse range of services and service providers
- Funding mechanisms, such as HACC, MBS, PBS, Private Insurance, DVA, WorkCover
- Health promotion strategies
- Medical terminology
- Population health concepts
- Practice protocols
- RACGP Standards for General Practices
- Relevant legislation (especially legislation regarding client privacy, confidentiality and consent) and industry standards
- Scope of own medical assisting role

### *Essential skills:*

It is critical that the candidate demonstrate the ability 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 teaching principles to adults and children
- Organise groups of people
- Use technology appropriately, including computer systems and databases
- Use communication skills to:
  - communicate clearly with a diverse range of clients and colleagues
  - complete simple and complex forms and documents accurately
  - document information appropriately in medical records
  - follow complex instructions
  - interact appropriately with members of the health care team as well as with clients from a range of social, cultural and religious backgrounds and physical and mental abilities
  - interpret procedures and policies correctly

## REQUIRED SKILLS AND KNOWLEDGE

- organise and present information effectively
- relay information, using appropriate medical terminology and grammar
- understand and analyse information

## 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 workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

*Method of assessment:*

- Assessment should involve written and/or oral examination as well as simulation, demonstration and production of simulated work samples
- Students are also to be assessed during practice placement through supervisor reports, self-reflective journals and observation

## EVIDENCE GUIDE

### *Resource implications*

Assessment requires access to:

- scope of own medical assisting role
- RACGP Standards for General Practices
- practice protocols
- applicable legislation
- simulated database

- 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

## 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

*Providing information may include confirming client understanding of:*

- Client education
- Use of medical equipment or supplies
- Information provided by health care practitioner about procedures
- Correct preparation for diagnostic testing
- Where to go for certain tests or treatment
- Information about self-management for chronic disease
- Preventative care and health promotion

*Recall may include:*

- Follow up of abnormal results
- Clients on recalled medication or other treatment

*Did not attend may include:*

- Non-attendance to practice
- Non-attendance to external service

*Methods of information exchange may include:*

- Client held/transferred records
- Post
- Secure fax
- Electronic

*Facilitate participation may include:*

- Researching available options and requirements
- Assessing feasibility of involvement
- Determining costs and benefits of involvement
- Recommending involvement to appropriate personnel

*Gather information may include:*

- Service and specialist directory books
- On-line or web-based service and specialist directories
- Computer databases
- Information sheets



**RANGE STATEMENT***Information may include:*

- Who the service providers are and key contacts
- Who is eligible for their services
- How to access their services
- The required elements of a referral

*Programs may include:*

- Government incentive programs
- Chronic disease self-management courses
- Division programs
- Home Medicines Review

*Availability may include:*

- In hard copy
- On the computer's database
- Discussed at practice meetings

*Organise required care may include:*

- Checking for client eligibility
- Preparing paperwork
- Submitting paperwork
- Arranging times and locations for service(s)
- Communicating information back to the doctor
- Communicating information to the client

*Request may include:*

- Lists of clients on particular medications
- Lists of clients with certain health status
- Lists of clients with certain treatment
- Details of individual clients

*Extract may include:*

- Manual chart review
- Running reports using computer software

**Unit Sector(s)**

Not Applicable