



**Australian Government**

# **SIRCDIS001 Assist customers with prescriptions**

**Release: 1**

# SIRCDIS001 Assist customers with prescriptions

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to collect and verify customer prescription information; lodge scripts for dispensing; and return dispensed prescription items to customers on behalf of the dispensing pharmacist.

This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying prescribed medications they work under the direct supervision of a pharmacist.

This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.

## Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

## Competency Field

Dispensary

## Unit Sector

Community Pharmacy

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Verify prescription and customer details.

### PERFORMANCE CRITERIA

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

- 1.1. Follow organisational procedures for supplying prescription medicines throughout customer transaction.
- 1.2. Approach customer in a timely manner and accept prescriptions.
- 1.3. Check customer prescriptions for currency.
- 1.4. Confirm details of customer name, address, entitlements and

- age as appropriate.
- 1.5. Respect privacy and confidentiality of customer information.
2. Confirm customer prescription needs.
    - 2.1. Identify and confirm items to be dispensed.
    - 2.2. Provide brand substitution information according to organisational procedures, determine customer preference and obtain consent.
    - 2.3. Recognise and refer prescription discrepancies and other situations to supervisor or pharmacist.
    - 2.4. Advise customers of expected prescription preparation and delivery time.
    - 2.5. Accurately record customer information for dispensing and lodge verified prescriptions.
  3. Return prescribed medicines to customers.
    - 3.1. Verify pharmacist has checked dispensed prescription items and check for correct medicines and quantities against prescription.
    - 3.2. Verify correctness of dispensed items with customer and ensure customer or agent signs and dates prescription as confirmation of receipt.
    - 3.3. Read and pass on messages from pharmacist and use questioning to confirm customer understanding.
    - 3.4. Recognise customer need for additional assistance or therapeutic advice and refer to pharmacist.
    - 3.5. Supply dispensed medicines in appropriate packaging.
    - 3.6. Provide information on companion products required to effectively use medicines.
    - 3.7. Retain filled prescriptions in nominated secure area.

## Foundation Skills

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

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>