



Australian Government

SIRCDIS002 Deliver medicines to customers outside the pharmacy

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan for and deliver dispensed medications and other pharmacy products to the homes of community pharmacy customers.

This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying dispensed medications and other pharmacy products 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

Nil

Competency Field

Dispensary

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Confirm customer delivery requirements.

PERFORMANCE CRITERIA

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

- 1.1. Identify pharmacy products and prescription items for delivery.
- 1.2. Check and confirm customer delivery address, contact details and suitable delivery time.
- 1.3. Contact customer and confirm products expected, estimated delivery time, payment method and persons authorised to accept

- delivery.
- 1.4. Plan deliveries in a logical sequence for efficiency and optimum customer service.
2. Prepare and plan prescription deliveries.
- 2.1. Verify pharmacist has checked dispensed prescription items against customer order and included required information.
- 2.2. Complete own check for correct medicines and quantities against prescription.
- 2.3. Liaise with pharmacist to confirm method of providing customer advice.
- 2.4. Prepare items for delivery to meet handling and storage requirements.
- 2.5. Confirm delivery documentation is accurate and complete.
- 2.6. Use navigation aids to plan most efficient delivery route.
- 2.7. Schedule deliveries to suit requirements of pharmacy and customers.
3. Deliver medicine to customers.
- 3.1. Follow organisational procedures when delivering dispensed medicines and other products outside the pharmacy.
- 3.2. Verify customer or agent identity and age when required.
- 3.3. Verify correctness of delivered items with customer and ensure customer or agent signs and dates prescription and other delivery documents as confirmation of receipt.
- 3.4. Arrange for pharmacist follow-up in situations requiring additional assistance or therapeutic advice.
- 3.5. Receive, check and record payment using point-of-sale systems.
- 3.6. Make alternative arrangements where delivery has failed.
4. Reconcile delivered items and records.
- 4.1. Reconcile medicines and other items collected for delivery with items distributed.
- 4.2. Reconcile payment with value of items sold.
- 4.3. Accurately complete delivery documentation and records.

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>