# SIRCDIS008 Coordinate service to residential care facilities

**Release: 1**

# SIRCDIS008 Coordinate service to residential care facilities

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to maintain relationships with residential care facilities to provide quality service and coordinate the ongoing supply of medications and other pharmacy products to their residents. It requires the ability to administer trading terms and contracts and to assist pharmacists with patient medication reviews, administrative records and reports.

This unit applies to senior dispensary assistants working in community pharmacies. When coordinating care facility services, they work under the direct supervision of a pharmacist and their role is limited to those functions that do not require them to exercise professional pharmaceutical judgement or discretion.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

SIRCDIS003 Assist in dispensing prescriptions

## Competency Field

Dispensary

## Unit Sector

Community Pharmacy

## Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|---|---|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Maintain contact with residential care facilities. | 1.1. Confirm relevant contact personnel for residential care facilities.<br>1.2. Act as contact person to coordinate overall pharmacy service to residential care customers.<br>1.3. Initiate regular contact to improve service efficiency. |
| 2. Identify and respond | 2.1. Consult with care facility and establish ordering needs. |

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| to service requirements. | 2.2. Clearly explain and confirm trading terms for care facility. |
| | 2.3. Clearly explain pricing policy and procedures. |
| | 2.4. Monitor currency of contract between pharmacy and facility and take action in the case of non-current contracts according to organisational procedures. |
| 3. Maintain services to residential care facilities. | 3.1. Receive and process pharmacy notifications of resident admissions or re-admissions. |
| | 3.2. Negotiate and coordinate arrangements for receiving and filling regular care facility orders. |
| | 3.3. Supply stock medicines to care facility and maintain stock control system according to organisational procedures. |
| | 3.4. Coordinate delivery schedule, emergency deliveries and persons authorised to receive. |
| | 3.5. Negotiate a system to notify pharmacy of all changes to individual patient medication regimens. |
| | 3.6. Liaise with care facility director of nursing or other nominated person to identify information and education needs. |
| | 3.7. Respond to medicine information queries promptly. |
| 4. Administer records. | 4.1. Maintain accurate and complete record of medicines supplied for each resident. |
| | 4.2. Assist pharmacist to regularly review patient medicines and amend patient medication charts, according to organisational procedures. |
| | 4.3. Assist pharmacist to monitor Adverse Drug Reactions (ADR), Adverse Drug Events (ADE) and Therapeutic Drug Monitoring (TDM). |
| | 4.4. Maintain and follow pharmacy system for recording and reporting medication-related incidents. |
| | 4.5. Input data, raise and forward invoices |
| | 4.6. Analyse and reconcile payments in pharmacy systems according to organisational procedures. |
| | 4.7. Identify and respond to discrepancies in records within scope of own role. |

# Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

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| Reading skills to: | • interpret a range of complex documents including organisational procedures for servicing residential care facilities, contracts, orders for bulk stock and multiple individual medications. |

# 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