



Australian Government

SIRCHCS002 Supply and hire home health care aids and equipment

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop knowledge of home health-care aids and equipment and recommend, demonstrate, sell and hire appropriate aids. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

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

Pre-requisite Unit

Nil

Competency Field

Health Care Support

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop knowledge of home health-care aids and equipment.

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of current and accurate information on home health-care aids and equipment.
- 1.2. Obtain information on common conditions supported by aids and equipment.
- 1.3. Access and interpret information on pharmacy range of home health-care aids and equipment.
- 1.4. Regularly seek and obtain information to update

- knowledge of aids and equipment.
2. Identify customer needs.
 - 2.1. Follow organisational procedures to respect and protect customer privacy.
 - 2.2. Use questions and actively listen to confirm customer needs and degree of limitation.
 - 2.3. Determine customer satisfaction with aids and equipment previously used.
 - 2.4. Identify and act on triggers for referral to pharmacist.
 3. Recommend and supply home health-care aids.
 - 3.1. Explain features of aids and equipment using appropriate product terminology, and recommend purchase of equipment according to customer needs.
 - 3.2. Identify and use opportunities to suggest companion products relevant to desired outcomes.
 - 3.3. Fit customers with aids and equipment according to manufacturer instructions.
 - 3.4. Explain and demonstrate use, care and maintenance of aids and equipment.
 - 3.5. Source and order specialist aids and equipment to meet customer needs.
 4. Hire aids and equipment.
 - 4.1. Follow organisational procedures for hiring aids and equipment.
 - 4.2. Explain aids and equipment hire service and confirm customer understanding.
 - 4.3. Accurately complete equipment hire agreement, obtain customer signature and co-sign.
 - 4.4. Supply signed copy to customer and file duplicate copy.
 - 4.5. Calculate and collect residual hire fees and sign off on returned hire items.
 - 4.6. Clean, disinfect and store returned hire items according to organisational procedures.

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.

- Reading skills to:
- interpret unfamiliar and detailed documents which describe product use and hire arrangements.
- Technology skills to:
- use online information systems to search for information.

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>