



Australian Government

SIRCPA012 Assist customers with asthma-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 gather information about customer needs, and provide suggestions and information on asthma-care aids and equipment. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or supply of scheduled asthma medicines.

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.

This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines.

Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Competency Field

Pharmacy Product Advice

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Collect information about customer needs.

PERFORMANCE CRITERIA

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

- 1.1. Approach and question customer according to pharmacy protocol.
- 1.2. Use questions and actively listen to determine who will be using the product and relevant asthma triggers, symptoms, duration and severity of the condition.
- 1.3. Determine customer satisfaction with products previously used.

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| | 1.4. Check if customer is using an asthma action plan. |
| | 1.5. Identify any other health conditions and prescribed medications. |
| | 1.6. Follow pharmacy procedures to respect and protect customer privacy. |
| 2. Assess customer information and determine need for referral. | 2.1. Recognise and act on information that requires referral to the pharmacist. |
| | 2.2. Provide clear summary of customer information to pharmacist when referral is required. |
| | 2.3. Monitor pharmacist consultation and finalise interaction with customer according to pharmacy procedures. |
| 3. Provide product, self-care and lifestyle information. | 3.1. Select and suggest asthma-care aids and equipment suited to customer needs within scope of own knowledge. |
| | 3.2. Identify and use opportunities to suggest additional products relevant to customer needs. |
| | 3.3. Explain and demonstrate use, care and maintenance of aids and equipment. |
| | 3.4. Offer current and accurate information on related lifestyle and self-care practices and specialist support services. |
| 4. Maintain and develop knowledge of asthma management, products and services. | 4.1. Identify and use opportunities to maintain and develop product and health condition knowledge using recognised sources of information. |
| | 4.2. Check regularly for new additions or changes to range. |
| | 4.3. Use product information to update knowledge of product application and directions for use. |

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.

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>