



Australian Government

Department of Education, Employment and Workplace Relations

SIRCDIS302 Deliver medicines to customers outside the pharmacy

Release: 1

SIRCDIS302 Deliver medicines to customers outside the pharmacy

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is an updated unit, based on and equivalent to SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and carry out home delivery of dispensed medications and other pharmacy products to community pharmacy customers.

Application of the Unit

This unit applies to pharmacy assistants and dispensary assistants who work in community pharmacies.

A person undertaking this role is required to work under the supervision and direction of a pharmacist.

Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

Pre-Requisites

SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|---|--|
| 1. Confirm customer delivery requirements. | 1.1. Identify <i>pharmacy products</i> to be delivered to customer.
1.2. Identify prescription items required.
1.3. Confirm <i>customer details</i> .
1.4. Confirm <i>delivery information</i> with the customer. |
| 2. Prepare and plan prescription deliveries. | 2.1. Confirm that items are <i>ready for delivery</i> .
2.2. Liaise with a pharmacist to confirm method of providing customer advice.
2.3. Prepare items for delivery to meet <i>handling and storage</i> requirements.
2.4. Confirm that <i>delivery documentation</i> is accurate and complete.
2.5. Use available aids to plan the most efficient delivery route.
2.6. Schedule deliveries to suit requirements of the pharmacy and customers. |
| 3. Distribute medicine to customers outside the community pharmacy. | 3.1. Verify customer or agent identity and any special delivery instructions.
3.2. Explain <i>information provided on medicines</i> and, where instructed by the pharmacist, question to confirm customer or agent's understanding.
3.3. Request a dated signature as evidence of receipt of goods.
3.4. Arrange for pharmacist follow-up in situations requiring additional assistance or therapeutic advice.
3.5. Finalise the sales transaction if appropriate. |
| 4. Reconcile delivered items and records. | 4.1. Reconcile medicines and other items collected for delivery with items distributed.
4.2. Reconcile cash payment with the value of items sold.
4.3. Complete delivery documentation and records.
4.4. Follow pharmacy procedures to make alternative arrangements where unplanned factors have prevented delivery of medications. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - confirm that the person receiving medicines and delivery information is authorised to do so
 - confirm that the person receiving medicines is not a child
 - explain information contained on cautionary and advisory labels in a level of English suited to customer communication requirements
 - question to confirm that the customer correctly understands the information provided
 - invite further questions from the customer
 - seek direction from the dispensing pharmacist
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- literacy skills to:
 - follow pharmacy procedures
 - check prescription information
 - read directions and maps to locate addresses and plan efficient delivery routes
- planning and organising skills to:
 - plan delivery routes to achieve efficient delivery outcomes
 - arrange for a customer to make contact with a pharmacist where more detailed support or advice is required
- problem-solving skills to respond to situations where no authorised person is available to receive items

Required knowledge

- pharmacy procedures relating to:
 - delivery of prescription items to customers outside the pharmacy
 - response to unavailability of the customer or an authorised agent to accept delivery
 - responding to customer questions
 - arranging for a pharmacist to provide follow-up therapeutic advice and information to the customer
 - protecting security of self, product and cash
 - response in the event of theft, loss or accident
- product and delivery:
 - charges
 - payment options and procedures
- privacy principles as they relate to home delivery of medicines
- label information, such as:

- dosage regimen, e.g. dose time in relation to food
- frequency
- duration of treatment
- special storage requirements, e.g. cold chain
- role boundaries and responsibilities and circumstances under which referral to a pharmacist or other pharmacy staff is required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- apply pharmacy procedures when delivering dispensed medicines and other products outside the pharmacy
- provide information in ways appropriate to customer needs and demonstrate relevant techniques to confirm understanding
- apply correct storage and transport conditions and any special delivery requirements for dispensed items
- recognise and arrange follow-up contact, in situations requiring referral to a pharmacist.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment
- demonstrated in a real workplace environment that meets relevant industry standards and which may include client interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of customers or their agents with different locations and delivery requirements who are typical of the customer base
- dispensed items and other products for delivery to the customer or their agent
- dispensed items requiring special handling
- delivery documentation and record-keeping systems
- payment systems
- relevant documentation, such as:
 - customer details
 - delivery checklists
 - maps or location information
 - pharmacy procedures
 - real or simulated prescriptions
 - CMI.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate:
 - preparing for deliveries
 - delivering items to customers outside the pharmacy
 - completing documentation and records relevant to delivering prescription and other pharmacy items
 - seeking direction from the dispensing pharmacist
- review of portfolios of evidence and third-party workplace reports of on-the-job performance
- role plays to:
 - confirm communication skills that meet diverse customer requirements
 - demonstrate understanding of contingency management procedures
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Pharmacy products may include:

- prescription medicines
- Pharmacy Medicines (S2)
- non-scheduled pharmacy products.

Customer may include people:

- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
- in their own home or contacting the pharmacy by phone
- in residential care settings
- with special needs, such as:
 - the elderly
 - infants
- who are:
 - drug or alcohol affected
 - emotionally unstable
 - mentally unstable
 - physically unwell.

Customer details may include:

- patient name
- delivery address
- telephone number
- suitable delivery times
- specific location advice.

Delivery information may include:

- items on the prescriptions to be dispensed
- other products required
- estimated delivery time
- persons authorised to accept delivery
- payment method.

Ready for delivery may include:

- assembled items are complete, clearly and correctly labelled, and match customer requirements
- a pharmacist has verified dispensed items
- required information and advice accompanies the items
- items are packaged appropriately to protect customer privacy and product integrity.

Handling and storage requirements may include:

- temperature control and cold chain items
- light-sensitive items
- heat-sensitive items.

Delivery documentation may include:

- prescription documentation to be signed by customer or agent
- self-care and health information
- other information supplied by a pharmacist
- delivery check sheets
- customer location details.

Information provided on medicines may include:

- pharmacy labels
- cautionary and advisory labels
- additional information or advice prepared by a pharmacist
- information provided by the supplier
- self-care and health information
- Consumer Medicine Information (CMI).

Unit Sector(s)

Community Pharmacy

Competency field

Dispensary