Australian Government

Department of Education, Employment and Workplace Relations

SIRCDIS303 Assist in dispensing prescriptions

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SIRCDIS303 Assist in dispensing prescriptions

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 a revised unit, based on and equivalent to SIRPDIS003A Assist in dispensary operations.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work in a dispensary to assist with the preparation of prescriptions. The dispensary assistant's role is limited to those functions that do not require the exercise of professional judgement or discretion with regard to prescriptions.

Application of the Unit

This unit applies to dispensary assistants working in the dispensary area of a community pharmacy.

A person undertaking this role is required to work under the direct supervision 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

SIRCDIS301   Accept prescriptions and return dispensed medicines
to customers

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.
1. Check prescription details.	1.1. Check *patient details* and *prescription details* to ensure *prescription* is complete and valid.
	1.2. Refer incomplete or invalid prescriptions to pharmacist for action.
2. Enter prescription information.	2.1. Enter patient and prescription details from original prescription into the dispensing computer system.
	2.2. Check that entered electronic data matches patient and prescription details.
	2.3. Refer to pharmacist to check *patient record* and dispensing software flagged medication interactions.
	2.4. Use computer software to select and record any brand change.
	2.5. Ensure prescriber's specific directions are entered for the medication label.
	2.6. Generate one printed label for each pack, repeat authorisations and Consumer Medicine Information (CMI) where applicable.
3. Select and label prescribed medications.	3.1. Refer to original prescription document to accurately select medications manually or robotically and check medication, strength and quantity.
	3.2. Check printed label for expiry date, directions for use, drug strength and quantity against original prescription and apply to each pack.
	3.3. Apply appropriate *cautionary and advisory labels*.
	3.4. Ensure *important information* on manufacturer's label is not obscured by pharmacy labels.
	3.5. Swipe barcode with scanner and check on computer screen for drug name, patient's name, address and date.
4. Assemble prescribed medications and finalise documentation.	4.1. Assemble prescribed medicines with all relevant documentation and counselling aids.
	4.2. Ensure dispensing pharmacist checks all items belonging to the prescription.
	4.3. Place in a container that leaves all items visible.
	4.4. Place container in pharmacy-designated private collection

location for return of prescription medication to customer.

Required Skills and Knowledge

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

Required skills

- communication skills to:
  - provide relevant information to and seek direction from a pharmacist as required
  - ask questions to identify and confirm pharmacist requirements
- literacy skills to:
  - check that patient and prescription details are complete and valid
  - follow prescription information
  - prepare labels in plain English
  - identify and select correct product with reference to form, dose, strength and quantity
  - confirm that directions for use on prescribed medications match the relevant prescription
  - apply procedures for selecting bio-equivalent generic medicines
- numeracy skills to apply prescription requirements relating to:
  - drug strength
  - quantities
- planning and organising skills to:
  - apply procedures for assembling and preparing prescription items
  - organise work to meet dispensary workflow requirements
- teamwork skills to operate as part of a dispensary team, working under the supervision of a pharmacist
- technology skills to use the dispensary software system to:
  - enter patient and prescription information
  - access patient medications dispensing history
  - print medication labels
  - scan medication labels

Required knowledge

- dispensary workflow and layout, including:
  - alphabetical arrangement of medications
  - sequential positioning of medications along shelves
  - controlled substances under specific storage conditions
  - grouping of Pharmacist Only Medicines (S3)
  - refrigeration
- dose forms and abbreviated names
- key areas of the dispensary software system
- legal requirements and principles for product labelling, such as:
  - product name

- - batch numbering
  - expiry date
- major drug groups and their expected effects on the body
- personal role boundaries and responsibilities in assisting a pharmacist with dispensing activities
- pharmacy procedures relating to dispensary activities, including:
  - protecting customer privacy
  - controlling, accessing and maintaining security of the dispensary
  - pricing dispensary items
  - dispensary housekeeping checklist and responsibilities
- prescribing conventions, abbreviations and medical terminology used in prescriptions and instructions for the use of medicines
- procedures and rationale for validating prescriptions
- relevant regulations and guidelines, including:
  - Pharmacy Board of Australia Guidelines for Dispensing of Medicines
  - Pharmaceutical Benefits Scheme (PBS) requirements
  - Medicare Australia regulations
- Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP)
- types of prescriptions presented for dispensing at community pharmacies, including:
  - PBS prescriptions, including:
    - authority
    - concession
    - dental
    - general
    - pension
    - podiatrist
    - optometrist
  - private prescriptions, including:
    - medicines that do not count towards the safety net
    - items not subsidised by PBS
    - prescription written for a person without a Medicare card, such as an overseas visitor
    - quantity not subsidised by PBS
    - repeats not subsidised by PBS

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: • check patient details and prescription details to verify that prescriptions are complete and valid • enter prescription information and use dispensary software for a range of dispensing tasks • refer to pharmacist to check patient record for each prescription • follow dispensary procedures to assemble, label and check prescribed items • plan and carry out dispensing tasks to meet dispensary workflow requirements • recognise and act on software alerts or respond to other contingencies by referring to the pharmacist.
Context of and specific resources for assessment	Assessment must ensure that competency is: • consistently 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 Pharmacy Board of Australia and relevant industry standards for dispensary operations, which may include client interruptions and involvement in other related activities normally expected in the pharmacy. Assessment must ensure access to: • pharmacy dispensary policies and procedures • a dispensary software system • a range of real or simulated customer prescriptions with different requirements • a range of Pharmacist Only Medicines and related dispensing equipment.
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 in the dispensary: • assisting a dispensing pharmacist by performing a range of dispensing tasks, over sufficient time to demonstrate

> handling of a range of contingencies
> - using dispensary software
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance assisting with dispensary operations.

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.

Patient details may include:	• address • allergies • any other contact • body weight • concessional entitlements • date of birth • home telephone or mobile number • name • Medicare number.
Prescription details may include:	• advised substitution options • authority approval • date • doctor's signature • prescription requirements • controlled drug requirements.
Prescription may include:	• PBS prescriptions • private prescriptions • electronic or hard copy format.
Patient record may include:	• dispensing history for consistency of treatment • evidence of misuse • interactions with other medications • labels • repeats.
Cautionary and advisory labels may include:	• warning against undesirable effects, including interactions with other medicines or foods • being designed to maximise efficacy in the use of medications.
Important information may include:	• batch number • expiry date • name • strength.

Unit Sector(s)

Community Pharmacy

Competency field

Dispensary