



Australian Government

Department of Education, Employment and Workplace Relations

SIRCDIS405 Assist in dispensary administration

Release: 1

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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	New unit

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assist the pharmacist by completing administration tasks within a community pharmacy dispensary.

Application of the Unit

This unit applies to dispensary assistants working in the dispensary area of a community pharmacy. Administrative tasks are limited to functions that do not require the exercise of professional pharmaceutical judgement. They reflect a context of compliance with legislation affecting community pharmacies, Pharmacy Board of Australia Guidelines, and requirements of Medicare Australia and the Pharmaceutical Benefits Scheme (PBS).

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

SIRCDIS303 Assist in dispensing prescriptions

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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| <p>1. Perform general administrative tasks.</p> | <p>1.1. Complete administrative tasks using dispensary systems and following established procedures.</p> <p>1.2. Maintain supplies of consumable items.</p> <p>1.3. Maintain safe, uncluttered and hygienic dispensary work and storage areas.</p> |
| <p>2. Maintain the dispensary computer system.</p> | <p>2.1. Perform <i>routine computer maintenance</i>.</p> <p>2.2. Regularly update dispensing system data to ensure its accuracy and currency.</p> <p>2.3. Generate <i>dispensary reports</i> as needed.</p> <p>2.4. Inform pharmacist in charge of changes to the data stored in the dispensary information system.</p> <p>2.5. Maintain confidentiality of dispensary information where required.</p> |
| <p>3. Prepare PBS claims.</p> | <p>3.1. Close off at <i>regular intervals</i> claim period for prescriptions, as directed by the supervising pharmacist and to meet Medicare Australia and PBS claim reimbursement timelines.</p> <p>3.2. Check prescription forms to ensure they have been signed and dated by the patient or agent.</p> <p>3.3. Ensure <i>required PBS claims information</i> has been included on each item being claimed.</p> <p>3.4. Collate prescriptions into <i>patient groups</i>.</p> <p>3.5. Check serial numbers and refer missing serial numbers to the pharmacist in charge.</p> <p>3.6. Refer completed hard and soft copy claims data to pharmacist in charge for sign-off, and forward to Medicare Australia.</p> |
| <p>4. Reconcile Medicare Australia payments.</p> | <p>4.1. Check Medicare Australia payments against data lodged by the pharmacy for the claim period.</p> <p>4.2. Identify out-of-period adjustments from prior claims and refer to pharmacist in charge.</p> <p>4.3. Confirm that payments claimed have been received and refer any outstanding payments to pharmacist in charge.</p> |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - inform pharmacist in charge of changes to data stored in the dispensary administration system
 - seek direction from and refer anomalies to pharmacist in charge when preparing and reconciling PBS claims
- initiative and enterprise skills to follow environmental protection practices, such as:
 - disposing of rejected dispensary items according to dispensary procedures
 - minimising waste
- literacy skills to:
 - check and collate prescription forms
 - check Medicare Australia and PBS claims documentation
 - check dispensary information
 - follow dispensary procedures
- numeracy skills to reconcile Medicare Australia payments against data lodged by the pharmacy
- planning and organising skills to:
 - maintain storage areas to meet good housekeeping requirements
 - plan and organise own work to meet dispensary stock control requirements
- teamwork skills to support the dispensary team under the direction of the pharmacist in charge
- technology skills to use dispensary databases and information systems to:
 - complete online PBS claims information
 - produce reports
 - update dispensary data as directed by the pharmacist in charge

Required knowledge

- dispensary databases and information systems
- dispensary procedures relating to:
 - computer maintenance
 - general housekeeping
 - ordering consumables
 - preparing Medicare Australia claims documentation
 - protecting customer privacy
 - reconciling Medicare Australia payments against claims lodged by the pharmacy
 - waste disposal
- key features of the PBS

- Medicare Australia claims procedures, including:
 - submitting an online claim form
 - preparing and submitting the paper claim
 - required claim information, including:
 - prescription identification
 - serial numbers
 - Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions for items not included in the PBS or RPBS Schedule

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:

- plan and perform general administration tasks as directed by the pharmacist in charge
- perform routine computer maintenance and update dispensary system information
- prepare PBS claims for signing by the pharmacist in charge
- reconcile Medicare Australia payments and report anomalies to the pharmacist in charge.

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 interruptions and involvement in other related activities normally expected in the pharmacy dispensary area.

Assessment must ensure access to:

- relevant dispensary procedures
- relevant codes of practice or guidelines
- dispensary information systems
- relevant PBS claims documentation.

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 learner:
 - performing a range of dispensary administration tasks over sufficient time to demonstrate handling of a range of contingencies
 - using dispensary information systems
- 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.

Guidance information for assessment Holistic assessment with other units relevant to the industry sector 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.

- Routine computer maintenance*** may include:
- regular data back-up
 - downloading virus software updates
 - keeping the dispensing program on the computer system up-to-date
 - general maintenance.
- Dispensary reports*** may include:
- clinical reports
 - financial reports
 - online claims reports.
- Regular intervals*** may include:
- weekly
 - fortnightly
 - monthly.
- Required PBS claims information*** may include:
- up-to-date online data for each claims period
 - prescriptions endorsed, signed and dated by the patient with a sticker or stamp indicating:
 - serial number for the claim
 - price claimed for:
 - elected PBS prescriptions
 - exceptional PBS prescriptions
 - RPBS prescriptions
 - confirmation that the PBS prescription is endorsed
 - claim for a glass dropper where applicable
 - any clarification of the prescription to assist Medicare Australia payment processing.
- Patient groups*** may include:
- prescriptions collated and put into serial number order in patient groups, including:
 - doctor's bag
 - concession
 - entitlement
 - general
 - repatriation.

Unit Sector(s)

Community Pharmacy

Competency field

Dispensary