



Australian Government

Department of Education, Employment and Workplace Relations

SIRCHCS413 Supply and hire aids and equipment to support home health care

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	This is a revised unit, based on and equivalent to SIRPPKS016A Provide information, products and services to support home health care. New functional area and unit title. No change to the overall scope or outcomes of the unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide information to customers on the supply and hire of suitable home health-care aids and equipment to support customers in managing health conditions at home.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. All requests for therapeutic advice must be referred to a pharmacist.

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

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

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. Develop knowledge of the pharmacy home health-care aids and equipment range.</p> | <p>1.1. Identify and locate <i>home health-care aids, equipment and products</i>.</p> <p>1.2. Identify customer self-care practices and <i>sources of information</i> on home health care.</p> <p>1.3. Use appropriate product terminology.</p> <p>1.4. Identify <i>common conditions</i> that can be supported using home health-care aids and equipment.</p> |
| <p>2. Identify customer needs.</p> | <p>2.1. Follow pharmacy <i>protocols and procedures</i> to identify the customer, their needs and degree of limitation.</p> <p>2.2. Determine what aids have been tried and their efficacy.</p> <p>2.3. Follow pharmacy protocols to identify <i>triggers for referral to a pharmacist</i>.</p> <p>2.4. Follow pharmacy procedures to respect and protect customer privacy.</p> |
| <p>3. Recommend and supply home health-care aids.</p> | <p>3.1. Recommend and supply relevant aids, equipment and products for customer purchase.</p> <p>3.2. Fit aids, equipment and products to individual customers where required.</p> <p>3.3. Provide customer with information and directions for product use.</p> <p>3.4. Explain and demonstrate use, care and maintenance of aids and equipment as appropriate to customer needs.</p> <p>3.5. Source and order in specialist aids and equipment to meet customer needs.</p> <p>3.6. Identify and act on opportunities to suggest companion products relevant to desired health-care outcomes.</p> |
| <p>4. Hire equipment and aids to customers.</p> | <p>4.1. Explain aids and equipment hire service and confirm customer understanding.</p> <p>4.2. Complete equipment <i>hire agreement</i> signed by customer and a pharmacy representative.</p> <p>4.3. Supply a signed copy to the customer and file duplicate pharmacy agreement.</p> |

- 4.4. Calculate and collect residual hire fees and sign off on returned hire items.
- 4.5. Clean, disinfect and store returned hire items according to pharmacy procedures.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with the customer to:
 - ask questions to identify and confirm requirements
 - provide information and confirm understanding
 - explain hire agreement conditions
 - recommend and supply aids and equipment for home health care
 - provide advice on lifestyle, self-care practices, specialist services and practitioners
 - refer to a pharmacist or other pharmacy staff where relevant
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- learning skills to:
 - source information on equipment to meet customer's special needs
 - maintain currency of knowledge
- literacy skills to:
 - complete hiring agreements
 - interpret aids and equipment information and instructions for use
- numeracy skills to calculate hire periods and equipment hire costs
- planning and organising skills to meet efficient customer service timelines and requirements
- teamwork skills to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required
- technical skills to:
 - assess customer degree of physical limitation
 - demonstrate safe use of aids and equipment
 - measure and fit relevant aids and equipment
- technology skills to access and use information systems required by the role

Required knowledge

- common conditions and situations that may be supported by the use of home care aids and equipment
- health claims versus evidence-based assessment of the efficacy of aids and equipment
- personal role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- pharmacy protocols and procedures relating to the supply and hire of home care aids and equipment, including:
 - collecting required information from customers
 - collecting and supplying information to an agent acting on behalf of a customer

- identifying and acting on triggers for referral to a pharmacist
- identifying and supplying hire aids and equipment to support home health care
- pharmacy equipment hire policy
- respecting and protecting customer privacy
- range of aids and equipment, including:
 - features and benefits
 - applications
 - fitting and adjustment
 - care, cleaning and storage
- role of formal assessment by health specialists, including:
 - when referral to a pharmacist to suggest a formal assessment is appropriate
 - specialist disciplines, e.g. occupational therapist or physiotherapist
- suppliers of home care aids and equipment and procedures for sourcing aids and equipment

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 protocols and procedures when supplying or hiring out aids, equipment or products
- apply knowledge of the common conditions that can be assisted by home health-care aids, equipment or products
- apply knowledge of home health-care aids and equipment, their range and application when recommending them for hire or sale to customers
- plan and carry out work to meet efficient customer service workflow requirements
- provide information to customers in ways appropriate to customer needs and demonstrate appropriate techniques to confirm understanding
- recognise and act on situations or requests requiring referral to a pharmacist.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated across a range of customers over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- pharmacy protocols and procedures
- relevant documentation, such as:
 - home health-care products and service information
 - self-care and lifestyle advice
- a range of real or simulated customers with different home health-care product and equipment requirements
- a range of home health-care aids and 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 workplace:
 - seeking information to establish customer requirements
 - fitting aids, equipment and products where required
 - selling or hiring aids and equipment to a range of customers
 - recognising and acting on situations requiring referral to a pharmacist
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- role plays to confirm communication skills to meet diverse customer requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

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.

Home health-care aids, equipment and products may include:

- arthritis aids
- bathroom and toilet aids
- bedroom aids
- chairs
- scooters
- wheelchairs
- walking and mobility aids and equipment
- pressure care and monitoring aids
- footwear products.

Customer may include people:

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

Sources of information may include:

- health-care information
- health specialists
- industry and professional publications
- manufacturer information
- pharmacy or supplier product leaflets, brochures and manuals.

Common conditions may include:

- aged care
- arthritis
- incontinence
- osteoporosis
- palliative care
- various physical disabilities.

Protocols and procedures

must include:

- interacting with the customer to establish:
 - who the product is for
 - symptoms
 - what limitations the customer is experiencing
 - if the customer has seen a doctor in the last 12 months
 - other existing health conditions
 - if the customer is using other aids or equipment
- assessing:
 - customer responses to questions
 - own confidence that the product or service requested by the customer or envisaged by the pharmacy assistant is right for the customer's symptoms.

Triggers for referral to a pharmacist may include:

- customer who is:
 - a child under 2
 - an aged person
 - pregnant or breastfeeding
 - taking other medicines
- customer who has:
 - had the complaint for some time
 - other health conditions, such as asthma, diabetes and high blood pressure
 - used the product before but is not satisfied with its efficacy
- customer appears to be:
 - sick
 - angry
 - confused
 - dissatisfied
 - uncertain
 - under the influence of drugs or alcohol
- pharmacy assistant is unsure and needs confirmation of the aid or equipment selected, even if the product has been requested by name.

Hire agreement may include:

- printed information outlining conditions of hire relating to:
 - acceptance
 - meanings in the agreement
 - hire fees
 - delivery of the equipment
 - termination of the agreement and return of equipment
 - proper care

- liability
- default
- general matters
- pharmacy details
- hirer details
- equipment details, including serial number for each item
- hire details, including:
 - period
 - deposit
 - delivery charge
 - rate per period
 - total amount paid
 - total hire fee
- acceptance of hire, including:
 - checklist indicating that:
 - items were checked by the pharmacy for suitability prior to hire
 - equipment was fitted to the hirer
 - use of the equipment was explained at the time of hire and appropriate printed instructions were provided
 - proper maintenance and care of items were explained and appropriate printed instructions provided
 - hirer was satisfied with the condition and suitability for the purpose of the equipment
 - signed and dated by the hirer
 - signed and dated on behalf of the pharmacy.

Unit Sector(s)

Community Pharmacy

Competency field

Health Care Support