



Australian Government

Department of Education, Employment and Workplace Relations

SIRPDIS001A Accept prescriptions and deliver medicine

Revision Number: 1

SIRPDIS001A Accept prescriptions and deliver medicine

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers skills and knowledge required to accept prescriptions from the customer, confirm prescription information, communicate information to a pharmacist and deliver dispensed medicines to customers in a community pharmacy.
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Application of the Unit

Application of the unit	This unit may apply to both front of store and dispensary work roles and is carried out under direction of a pharmacist.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines.
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Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Confirm prescription and customer details.	<p>1.1 Check prescriptions for <i>legality, validity and completeness</i> and <i>discrepancies</i> actioned.</p> <p>1.2 Confirm <i>customer details</i>.</p> <p>1.3 Confirm customer entitlements under the Pharmaceutical Benefits Scheme and Medicare Australia.</p>
2 Confirm customer's prescription needs.	<p>2.1 Identify and confirm items to be dispensed.</p> <p>2.2 Provide brand substitution information to customers and ascertain customer preferences.</p> <p>2.3 Supply the verified <i>prescription</i> together with relevant customer information and preferences to a pharmacist.</p> <p>2.4 Flag and refer <i>prescription discrepancies</i> and other situations requiring additional assistance to the appropriate pharmacy staff or pharmacist.</p> <p>2.5 Advise the customer of expected <i>prescription preparation time</i> or delivery times as appropriate.</p>

ELEMENT	PERFORMANCE CRITERIA
3 Deliver medicines to customers within the community pharmacy.	<ul style="list-style-type: none">3.1 Verify that the prescription is checked by a pharmacist.3.2 <i>Check medicines</i> prepared for dispensing.3.3 <i>Verify customer identity</i> to confirm that dispensed medicines are provided to the correct customer.3.4 Explain <i>information provided on medicines</i> and <i>confirm customer understanding</i>.3.5 Refer customers to a pharmacist in situations requiring additional assistance or therapeutic advice.3.6 Respect customer privacy and confidentiality when requesting and providing information.3.7 Supply medicines promptly in <i>appropriate packaging</i>3.8 Provide information on other products required to effectively use medicines supplied.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - communicate with the customer, including obtaining and providing information and confirming understanding, through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- apply literacy skills to read and interpret prescription information and record customer information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for accepting prescriptions and delivering medicines consistent with pharmacy protocols and procedures
- apply protocols and procedures for offering bio-equivalent generic medicines
- access and use information systems as required by the role.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to accepting prescriptions and delivering medicines
- Pharmaceutical Benefits Scheme and Medicare Australia system and supply rules, including:
 - customer eligibility and access
 - payments for general customers (non-cardholders) and concessional customers
 - co-payments
 - safety net entitlements
 - rules on supplying repeat prescriptions
- brand substitution information:
 - product costing policy reflecting brand price premiums and therapeutic premiums
 - basic understanding of the term 'bio-equivalent' products as defined by the Therapeutic Goods Administration (TGA)
- pricing policy and procedures
- communication skills to collect and provide information to customers, including use of structured and open-ended questions and interpretation of non-verbal cues
- procedures to follow for collecting and supplying information to an agent acting on behalf of a customer

REQUIRED SKILLS AND KNOWLEDGE

- communication methods and systems to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required
- health privacy principles as they relate to accepting prescriptions and delivering medicines
- role boundaries and responsibilities and circumstances under which referral to a pharmacist or other pharmacy staff is required.

Evidence Guide

EVIDENCE GUIDE

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

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

Evidence of the following is essential:

- applies pharmacy protocols and procedures when accepting and delivering prescriptions, including:
 - collecting the required information from customers
 - maintaining customer and prescription data
 - identifying situations or requests requiring referral to a pharmacist and refer appropriately
 - delivering medicine to customers
 - ensuring the customer has access to a pharmacist for advice
- respects and protects customer privacy when communicating with customers and maintaining customer records
- uses tact and discretion when collecting and providing information to customers
- provides information to customers in ways appropriate to customer needs and demonstrates appropriate techniques to confirm understanding
- identifies and understands different types of prescriptions and entitlements
- recognises the situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- plans and carries out work to meet dispensary

EVIDENCE GUIDE

workflow requirements and provide timely delivery of dispensed items to customers.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of accepting prescriptions and delivering medicine, over sufficient time to demonstrate handling of a range of contingencies
- interaction with customers, including a range of customers typical of the customer base
- delivery of a range of prescription medicine
- performance is observed by the assessor or the technical expert working in partnership with the assessor.
- assessment must be undertaken in a real workplace environment that meets Pharmacy Board and relevant industry standards for dispensary operations.
- access to relevant pharmacy protocols and procedures.
- access to federal and state or territory legislation and guidelines where appropriate
- access to relevant documentation, such as:
 - Pharmaceutical Benefits Scheme (PBS) information
 - prescriptions (real or simulated)
- access to a range of customers with different requirements (real or simulated)
- access to dispensed medicine for delivery to customer.

EVIDENCE GUIDE

Methods 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 accepting prescriptions and delivering medicine to a range of customers
- written or verbal questioning to assess knowledge and understanding
- role plays to confirm communication skills to meet diverse customer requirements
- completing workplace documentation relevant to accepting prescriptions.

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

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

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 in the performance criteria is detailed below.

The acceptance of prescriptions and delivery of medicines must comply with

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- community pharmacy policies, protocols and procedures relating to accepting prescriptions and

RANGE STATEMENT

delivering dispensed medicine.

Prescription legality, validity and completeness must include:

- doctor's full name, current address and date
- name of medicine, quantity prescribed and dosage requirements is clearly indicated
- prescription is current
- adequate written instructions on the dosage regimen
- prescription is clear and there is no indication of tampering or forgery
- any self-treatment meets legal and regulatory requirements
- timing of requests to fill repeat scripts.

Customers may include:

- customers or their agents
- customers with routine or special requests
- customers with special needs, e.g. elderly, non-English-speaking background, infants, unwell, drug affected, grieving or upset
- regular and new customers
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Details must include:

- full name and current address
- date of birth where patient is elderly (over 70 years) or young (under 12 years)
- entitlement number, if any, under the Pharmaceutical Benefits Scheme
- Medicare details
- private health cover and receipt requirements
- allergies or adverse reactions to medications suffered in the past
- current use of other medications (including complementary medicines).

RANGE STATEMENT

Prescriptions may include:

- National Health prescriptions
- repatriation scripts or Veteran Affairs scripts
- private scripts
- doctors bag orders
- dental scripts
- veterinary scripts.

Prescription discrepancies may include:

- incomplete or incorrect prescriber or customer details
- out-of-date prescriptions
- prescriptions marked 'cancelled' or otherwise, such as to indicate they have been dispensed and completed
- invalid prescriptions, e.g. forged or altered information, or written by prescriber for self-treatment
- request for excessive quantities.

Factors that affect ***prescription preparation time*** may include:

- out of stock
- special preparation requirements, e.g. compounded products.

Checking medicine must include:

- that the required items have been dispensed
- correct quantity is supplied
- correct labels are attached.

Verifying customer identity must include:

- questioning to confirm that the correct customer receives the correct medicine
- requesting dated signature of customer or their agent as confirmation of receipt.

Information provided on medicines may include:

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

RANGE STATEMENT

Confirming customer understanding may include:

- explaining information contained on cautionary and advisory labels in plain English suited to the customer communication requirements
- questioning to confirm that the correct customer understands the information provided
- inviting further questions from the customer
- referring the customer to a pharmacist where more detailed support or advice is required.

Appropriate packaging includes packaging that protects customer privacy and may include:

- opaque packaging
- paper bags
- other packaging as determined by the pharmacy as appropriate to meeting customer needs.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Dispensary