



Australian Government

Department of Education, Employment and Workplace Relations

BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment

Release: 1

BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to apply principles and requirements relating to confidentiality, privacy and security to own work within the medical environment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
------------------------	--

Application of the Unit

Application of the unit	This unit applies to individuals working in a medical environment required to maintain confidentiality, privacy and security under legislation, and organisational policies and procedures. It covers working within accepted codes of conduct and following confidentiality, privacy provisions and security provisions.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

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.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Work within accepted codes of conduct	1.1. Ensure work is reviewed and approved by a health practitioner or senior administrator who has delegated task/s 1.2. Keep records up-to-date and complete tasks as required, neatly, accurately and in a timely manner 1.3. Seek clarification with relevant personnel of unclear or ambiguous procedures 1.4. Treat patients, colleagues and health practitioners with respect 1.5. Refer health related matters raised by patients back to medical practitioners 1.6. Take care to behave with honesty and integrity at all times 1.7. Communicate conflict of interest or potential conflict of interest promptly to manager or supervisor
2. Follow confidentiality and privacy procedures	2.1. Assess information and requests for information with regard to what is and what is not disclosable 2.2. Use discretion and judgement in all communications 2.3. Discuss patient-related matters within the confines of the facility and with appropriate personnel only 2.4. Seek advice and clarification with relevant personnel where potential confidentiality issues arise in dealings with patients, their families and others
3. Follow security procedures	3.1. Store and appropriately secure patient records and other confidential documentation 3.2. Clearly label and store securely according to organisational policies and procedures, all documents required by legislation to be stored for certain periods 3.3. Ensure drugs, equipment and other materials requiring secure storage and potentially posing an OHS threat to others, are stored securely at all times

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to clarify requirements and to resolve difficult issues with patients, their families and others
- planning and organising skills to access and secure records.

Required knowledge

- occupational health and safety (OHS) for example:
 - safe handling of specific dangerous goods (as relevant for enterprise)
 - manual handling
- relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
 - anti-discrimination legislation
 - ethical principles
 - privacy laws
 - Freedom of Information Act
- enterprise policies and procedures for confidentiality, privacy and security.

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, 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 following is essential:

- documenting three examples of activities in which confidentiality, privacy and security are maintained, which may include:
 - examples of actions taken
 - how difficult situations were addressed
 - how guidance has been provided regarding confidentiality, privacy and security and clarification obtained on such matter when required
- knowledge of relevant legislation from all levels of government.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of scenarios working with confidentiality, privacy and security issues.

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:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of record keeping
- analysis of responses to case studies and scenarios
- demonstration of techniques
- observation of presentations
- oral or written questioning to assess knowledge of relevant legislation and impact on own work routine
- observation of performance in role plays
- assessment of labelling and storage of patient records and other confidential documentation.

EVIDENCE GUIDE

Guidance information for assessment

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

- BSBMED303B Maintain patient records

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, 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.

Relevant personnel may include:

- health practitioners
- other specialised staff
- partners in the business
- supervisor/manager

What is and what is not disclosable will be:

- determined by the Privacy Act, the Freedom of Information Act, organisational policies and procedures, and guidelines in the practice manual which may include:
 - details of patients' conditions
 - financial information
 - names and addresses of patients
 - passwords
 - security arrangements

Unit Sector(s)

Unit sector	
-------------	--

Competency field

Competency field	Administration - Medical Services Administration
------------------	--

Co-requisite units

Co-requisite units		