



Australian Government

HLTADM003 Facilitate a coordinated approach to client care

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

This unit describes the skills and knowledge required to provide instructions and information to clients, pro-actively follow up clients and liaise with other service providers to support a coordinated care approach.

This unit applies to individuals who assist and work under the delegation of health professionals.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Provide instruction and information to clients

- 1.1 Adhere to scope of own role in providing medical information according to regulatory requirements
- 1.2 Read information and check its currency and accuracy prior to provision of information to clients
- 1.3 Instruct and inform clients as per health professional request, ensuring consistency of message

2. Follow up clients

2.1 Recall clients as per practice protocols and health professional instructions

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

2.2 Interpret and manage the medical practice reminder system according to procedures

2.3 Monitor 'did not attend' clients and follow up appropriately

2.4 Identify critical client appointments and follow up according to protocols if clients fails to attend

2.5 Accurately record communication with, and in regard to, clients

3. Exchange information among providers

3.1 Ensure information exchange, including methods, adheres to legislative requirements and industry standards

3.2 Facilitate participation in programs designed to support information exchange

3.3 Pro-actively identify and follow up missing information

4. Facilitate multi-disciplinary approach to client care

4.1 Gather information about local service providers and health care programs and maintain its currency

4.2 Make service provider and health care program information readily available to colleagues

4.3 Liaise with other service providers and organise required care as per health professional request

4.4 Coordinate case discussions amongst providers, when required

4.5 Complete required paperwork or documentation for referral as per health professional request

4.6 Provide complete and correct information to clients

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTADM003 Facilitate a coordinated approach to client care

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- identified at least 3 different clients for whom follow up is required in the case of appointment non-attendance
- provided accurate information or instruction to at least 3 clients with different medical needs.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for information exchange and provision (national, state/territory, local):
 - duty of care
 - informed consent
 - records management
 - privacy, confidentiality and disclosure
 - industry standards
 - work role boundaries – responsibilities and limitations, including limitations around types of information to be provided by non-professionals
- types of information provision that may be delegated by health professionals:
 - provision of educational material – preventative, promotional, self-management

- instructions for use of medical equipment or supplies
- information about procedures
- preparation procedures for diagnostic testing
- where to go for certain tests or treatment
- key requirements of systems and procedures for effective management of reminder systems
- scope and availability of other health services and programs, including:
 - eligibility
 - access and referral requirements
 - costs and funding mechanisms
 - home and community care (HACC)
 - Medical Benefits Schedule (MBS)
 - Pharmaceutical Benefits Scheme (PBS)
 - typical private health insurance provisions
 - Department of Veterans Affairs, (DVA)
 - WorkCover
 - key features of how they operate
- methods to ensure currency of information
- ways in which information is exchanged and services are organised between different health providers:
 - key information
 - documentation requirements

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable resources including:
 - online or hard copy provider directories
 - client information materials
 - client record keeping systems
- modelling of industry operating conditions, including:
 - interaction with clients
 - integration of situations requiring problem solving

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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