



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>