



Australian Government

Assessment Requirements for HLTADM010 Facilitate a coordinated approach to client care

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

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

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legal and ethical considerations for information exchange and provision including national, state or territory and local:
 - duty of care
 - informed consent
 - records management
 - privacy, confidentiality and disclosure
 - industry standards
 - work role boundaries including responsibilities, and limitations around types of information to be provided by non-professionals
- types of information provision that may be delegated by health professionals:
 - advanced care planning information including documentation and storage protocols
 - educational material including preventative, promotional and self-management
 - instructions for use of medical equipment and supplies
 - information about procedures
 - preparation procedures for diagnostic testing
 - where to go for tests and treatment
 - key requirements of systems and procedures for effective management of reminder systems
- scope and availability of other health services and programs:
 - eligibility
 - access and referral requirements

- costs and funding mechanisms:
 - Home And Community Care (HACC)
 - Medicare 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 be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- 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' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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