



Australian Government

HLTADM010 Facilitate a coordinated approach to client care

Release: 1

HLTADM010 Facilitate a coordinated approach to client care

Modification History

Not applicable.

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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Administration

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Provide instruction and information to clients.
2. Follow up clients.

PERFORMANCE CRITERIA

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

- 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.
- 2.1. Recall clients as per practice protocols and health

- professional instructions.
- 2.2. Interpret and manage the medical practice reminder system according to procedures.
- 2.3. Monitor 'did not attend' clients and follow up according to organisational policies and procedures.
- 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 communication method, adheres to legislative requirements and industry standards.
 - 3.2. Facilitate information exchange programs designed to encourage and support client participation.
 - 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 to support client care.
 - 4.5. Complete required documentation for referral as per health professional request.
 - 4.6. Provide complete and correct information to clients.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to HLTADM003 Facilitate a coordinated approach to client care.

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 HLTADM010 Facilitate a coordinated approach to client care

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>