



Australian Government

HLTAHA025 Contribute to client flow and client information management in medical imaging

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. Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.

Application

This unit describes the skills and knowledge required to support the efficient and timely flow of clients through a medical imaging unit.

This unit applies to workers assisting a medical imaging professional in a hospital or community based setting. It does not equip a worker to perform medical imaging. All work should be performed under direction and supervision as determined by a medical imaging professional.

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. Monitor procedure list to ensure best flow of clients

1.1 Input client data and information using the facility information management system following instructions from a medical imaging professional

1.2 Communicate with relevant stakeholders about client appointment times and availability according to instructions from a medical imaging professional

1.3 Answer questions about scheduling and specified client preparation requirements, referring all questions

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outside specified areas to relevant medical imaging professional

1.4 Liaise with office staff about client bookings, cancellations and rescheduling according to instructions from a medical imaging professional

1.5 Liaise with relevant parties about client transport requirements according to instructions from a medical imaging professional

1.6 Liaise with the relevant medical imaging professional about client flow requirements

1.7 Identify referral sources and client information requirements for the medical imaging process

1.8 Gather and process demographic client information prior to the medical imaging procedure

1.9 Process and dispatch medical imaging results accurately, according to a series of checking mechanisms to ensure the correct result is assigned to the correct client

2. Contribute to preparations for medical imaging procedure

2.1 Check accuracy of client identification and information according to organisation protocols and report any issues of concern appropriately

2.2. Complete a client preliminary interview according to instructions from a medical imaging professional

2.3 Identify special needs of clients and respond to and report according to organisation protocols and instructions from a medical imaging professional

2.4 Assist clients to change into gowns and/or scrubs according to client's needs

2.5 Escort clients to and from examination rooms

2.6 Assist with additional preparations, as required within scope of responsibility and under the direction of a medical imaging professional

2.7 Obtain and collate results of previous relevant imaging and pathology according to organisation policy and guidelines

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

3. Respond to client needs and reactions

3.1 Provide assurance and support to anxious clients within scope of responsibility and report to the medical imaging professional

3.2 Respond to and report challenging client behaviour according to organisation protocols

3.3 Report any other observations of concern regarding client status according to organisation protocols

4. Work safely in a medical radiation environment

4.1 Use individual work practices in a manner consistent with radiation protection principles

4.2 Comply with organisation's radiation management plan

4.3 Use required personal protective equipment (PPE) and personal monitoring in the medical imaging environment

4.4 Comply with all safety signs in the medical imaging environment

4.5 Report any concerns about radiation safety according to organisation protocols

5. Handle client information in a responsible manner

5.1 Scan medical imaging requests and input client data into the client data system

5.2 Input client demographics into digital imaging system

5.3 Print films and produce CDs, where necessary

5.4 Send imaging requests as required

5.5 Reconcile client information with other systems in line with organisation protocols

5.6 Input examination completion statistics according to instructions from a medical imaging professional

5.7 Use language specific to medical imaging when dealing with client data and information

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

6. Maintain information in a responsible manner

6.1 File client information according to organisation protocols

6.2 Organise client imaging data for clinical meetings

6.3 Contribute to the maintenance of accurate copies of other relevant documents, such as telephone lists, according to organisation requirements

6.4 Maintain client data and information in a manner that ensures confidentiality and is consistent with quality requirements

Foundation Skills

The Foundation Skills describe those required skills (such as 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 HLTAHA025 Contribute to client flow and client information management in medical imaging

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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:

- supported the flow of 3 different clients, 1 in a simulated environment and 2 in the workplace, through a medical imaging unit
- assisted 3 different clients, 1 in a simulated environment and 2 in the workplace, to follow required radiation and safety procedures

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:

- awareness and understanding of requirements for those dispensing ionising radiation to hold a Use License with the appropriate authority in that state/territory
- client issues that might affect the imaging process and how to respond within the organisation policies and protocols, including:
 - anxiety
 - confusion
 - hoist requirement
 - behaviours of concern
 - interpreter requirements
 - clothing requirements for imaging
- client manual handling requirements for lifting and transferring in the medical imaging environment

- infection control requirements in the medical imaging environment
- information technology (IT) terms and meanings in relation to imaging file transfer and risks and ramifications of renaming files
- a range of medical imaging processes, what they are used for, the procedure and length of time to undertake the procedure and the images produced by each procedure, including:
 - general radiography
 - mammography
 - fluoroscopy
 - computed tomography (CT) scanning
 - magnetic resonance imaging (MRI) scanning
 - ultrasound
 - angiography
 - bone densitometry
- legal and ethical considerations relevant to medical imaging:
 - privacy, confidentiality and disclosure
 - work health and safety (WHS) requirements within the medical imaging environment, including personal safety requirements in an MRI environment and hierarchy of MRI field control measures
- personal radiation safety requirements in the medical imaging environment, including:
 - radiation protection principles
 - hierarchy of control measures
 - responsibilities of employees and employers under relevant regulations and codes of practice
 - emergency procedures
 - use and care of personal protective equipment and monitoring equipment
 - safety signs and their meaning
- principles and practices of effective client flow and list management
- quality requirements associated with the flow of clients in the medical imaging environment
- organisation policies and protocols in relation to client flow in medical imaging and work role
 - electronic and paper appointment management systems
 - processes for acquiring and processing previous client information
 - systems for filing client data and other information
 - protocols for the dispatch of client reports
- sterile technique requirements in the medical imaging environment
- sources of client data and information, including:
 - picture archiving and communication system (PACS)
 - radiology information system (RIS)
 - hospital information system (HIS)

Assessment Conditions

All aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in a therapeutic workplace under direction and supervision (direct, indirect, remote) as determined by the medical imaging professional.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - medical imaging equipment and guidelines
 - radiation management plan
 - personal protective equipment
- modelling of industry operating conditions and contingencies, including provision of services to real people

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

Links

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