



Australian Government

HLTDEN013 Allocate treatment appointments according to priority

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 3.0</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. Removal of pre-requisites Supersedes HLTDA416C

Application

This unit of competency describes the skills and knowledge required for a dental assistant to provide an effective and efficient triaging service for patients seeking emergency dental care.

This unit applies to dental assisting work.

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. Obtain and record patient data

- 1.1 Actively encourage patients to provide complete information without embarrassment or hesitation
- 1.2 Record relevant information accurately and legibly
- 1.3 Assist patients or carers to complete data forms as required
- 1.4 Check accuracy of information with the patient or carer
- 1.5 Collate charts and records for operator
- 1.6 Maintain patient confidentiality

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Establish priority level of care

2.1 Advise operator or an appropriate person immediately if a patient may be at risk

2.2 Identify patients who should be given priority

2.3 Advance the level of priority for patients who require immediate attention in a dental emergency

3. Communicate options available to patients or carers

3.1 Assist with managing patient expectations regarding waiting times for emergency care

3.2 Manage questions in relation to the emergency visit

3.3 Provide guidance to patients who are not in pain and present for non-urgent treatment

3.4 Facilitate alternative non-urgent dental services

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 HLTDEN013 Allocate treatment appointments according to priority

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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:

- managed 3 patient appointments according to priority including:
 - establishing priority level of care for each patient and advancing priority if required
 - managing patients expectations regarding waiting times for both emergency and non-emergency care
- recognised and responded to 1 simulated dental emergency.

Knowledge Evidence

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

- medical complications relevant to the dental triage role including:
 - diabetes
 - compromised airway
 - septicaemia
- dental complications relevant to the dental triage role including:
 - dental and or maxillofacial trauma including avulsed teeth
 - serious dental infections requiring urgent attention
 - significant dental haemorrhage

- systemic progression of dental problems such as compromised airway
- medical problems that may complicate dental management including:
 - patients requiring antibiotic cover
 - patients requiring steroid cover
 - patients who are pregnant
 - patients with significant learning or physical disabilities that may affect their ability to wait for treatment
- the special requirements of children with toothache
- oral anatomy and physiology including fundamental knowledge of:
 - teeth and periodontal tissues
 - structures of the oral cavity
 - tooth identification
- dental and medical records and charts including:
 - correct dental terminology
 - items that constitute a dental record
 - notation systems including FDI and charting symbols for tooth surfaces, cavities and other dental problems in accordance with codes and guidelines
 - confidentiality of patient records
- effects of ageing upon the oral tissues and the special needs of the older dental patient.

Assessment Conditions

Skills must have been demonstrated in the dental clinic workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as using suitable facilities, equipment and resources.

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

In addition, assessors must hold a minimum of 5 years clinical experience in dental assisting work.

Links

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