



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>