



Australian Government

HLTOUT002 Receive and respond to requests for ambulance service

Release: 2

HLTOUT002 Receive and respond to requests for ambulance service

Modification History

Release	Comments
Release 2	Release 2. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to Release 1. HLTOUT002 Receive and respond to requests for ambulance service. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB005 Receive and respond to requests for ambulance service.
Release 1	Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.

Application

This unit describes the skills and knowledge required to receive and respond to requests for ambulance services and to transfer calls for action. Call-taking work is carried out in accordance with standard organisational policies and procedures for operations.

This unit applies to individuals working in an ambulance communications centre.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes.

1. Receive request for service.

PERFORMANCE CRITERIA

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

- 1.1. Promptly answer incoming requests for service.
- 1.2. Establish details of the situation using communication skills, techniques and resources as per established protocol.
- 1.3. Record complete details of the request in a timely and efficient manner.
- 1.4. Respect confidentiality at all times.
- 1.5. Assess and communicate any danger to the caller,

ELEMENT

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PERFORMANCE CRITERIA

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patient or the ambulance crew attending.

2. Respond to request for service.

2.1. Use organisational systems and procedures to gain information from the caller and determine urgency of the request.

2.2. Record information electronically in accordance with organisational policies and procedures.

2.3. Communicate information to the caller in line with the situation and patient's needs.

2.4. Provide first aid advice to the caller.

2.5. Determine a suitable priority case using a prioritising tool.

3. Apply strategies to manage the call.

3.1. Use advanced communications skills to consistently help develop a rapport with the caller.

3.2. Confirm with the caller that the information they have provided is accurate and complete in accordance with organisational policies and procedures.

3.3. Adjust tone or manner to respond to the caller's individual needs or situational contingencies.

4. Refer and finalise request.

4.1. Identify and action any need to refer the request for service.

4.2. Terminate the call and take any required follow-up action.

Foundation Skills

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

Unit Mapping Information

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Release 2	Release 2. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to Release 1. HLTOUT002 Receive and respond to requests for ambulance service. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB005 Receive and respond to requests for ambulance service.
Release 1	Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.

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 HLTOUT002 Receive and respond to requests for ambulance service

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Release 1	Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.

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.

There must be evidence that the candidate has, on three occasions problem solved and used available tools and referrals involving:

- receiving and dealing with requests for ambulance service efficiently and accurately in accordance with organisational policies and procedures for the following situations:
 - life-threatening
 - non-life-threatening
 - routine or scheduled bookings
 - difficult or distressed callers
- using digital technology including:
 - using operating system tools accurately and proficiently
 - using a keyboard to accurately input and extract data
 - meeting organisational requirements for speed and accuracy of data entry
- using oral communication, interpersonal skills, and communications resources effectively including:
 - asking questions to collect patient history, clinical symptoms, contributing factors and individual circumstances in accordance with organisational policies and procedures
 - responding calmly to multiple demands in a working environment with high operating activity

- using initiative in responding to challenging situations and individuals in a professional manner
- working well in a team environment
- showing empathy with callers
- initiating and working with interpreters as required to meet patient needs
- documenting information including:
 - recording concise comprehensive and legible information
 - preparing written records
- responding to situational contingencies using available tools and referrals.

Knowledge Evidence

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

- organisational policies and procedures for operations
- communications resources
- emergency and non-emergency services and their function
- working knowledge of the geographical area
- codes and abbreviations or specialist terminology used by the organisation when receiving or taking action in response to request for service
- service protocols for referral and requests in order to:
 - act on received request for service
 - request assistance as required from another service including police, fire brigade or interpreters
 - pass on the request for service, or obtain information from ambulance workers, supervisor or authorised medical advisor
 - provide immediate clinical advice to callers.

Assessment Conditions

Skills must be demonstrated in a workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- suitable facilities, resources and equipment as per local governing body including:
 - communication protocols, equipment and systems
 - triage tools for request for service
- modelling of industry operating conditions including access to real people for simulations and scenarios of callers requesting ambulance service.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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