



Australian Government

HLTPHA003 Assist with dispensing of prescriptions and medication orders

Release: 1

HLTPHA003 Assist with dispensing of prescriptions and medication orders

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. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to accept and check the validity of prescriptions and medication orders, and assist the pharmacist by preparing labels, assembling products and completing documentation.

This unit applies to pharmacy assistants and technicians working under the supervision of a pharmacist.

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. Accept order for dispensing

- 1.1 Receive prescription or medication order and complete and confirm client details
- 1.2 Identify the prescriber and initiating source for the purpose of costing and data entry
- 1.3 Read documentation to confirm the legality, validity and completeness of the prescription or medication order
- 1.4 Identify if client is eligible to access the medicine through the Pharmaceutical Benefits Scheme (PBS)

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

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| 1.5 Identify and report discrepancies to pharmacist | |
| 1.6 Provide information to client about dispensing expectations in terms of time and cost as required | |
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| 2. Ensure clinical evaluation by pharmacist | 2.1 Refer prescription or medication order to pharmacist for clinical evaluation |
| | 2.2 Confirm pharmacist has completed a clinical evaluation before filling the order |
| | 2.3 Complete required documentation prior to dispensing |
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| 3. Prepare for labelling of medicines | 3.1 Enter dispensing data into the pharmacy system and check accuracy against documentation |
| | 3.2 Generate label, and cautionary and advisory labels to meet legal and regulatory requirements |
| | 3.3 Follow procedures to deal with contraventions of law |
| | 3.4 Check information on labels for accuracy and clarity against dispensing requirements |
| | 3.5 Alert the pharmacist to any relevant warnings from the pharmacy system |
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| 4. Assemble items | 4.1 Interpret prescription or medication order requirements and refer to pharmacist where details or quantities are unclear |
| | 4.2 Select prescribed products in the correct quantities of each item, according to prescription or medication order, ensuring expiry date is appropriate |
| | 4.3 Use barcode scanning technology during the dispensing process according to Pharmacy Board of Australia <i>Guidelines for dispensing medicines</i> |
| | 4.4 Package and label correct quantities into a suitable container with correct and clear labelling |
| | 4.5 Check packed item for accuracy and visibility of expiry date |

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

4.6 Mark order with the quantity supplied, signature and date

4.7 Self check work to ensure accuracy of assembled items

4.8 Assemble items for an easy and complete check by the pharmacist

5. Finalise dispensing of medicine

5.1 Verify that prescription or medication order is checked and signed by the pharmacist

5.2 Complete accurate final documentation

5.3 Record relevant information and statistics according to workplace requirements

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 HLTPHA003 Assist with dispensing of prescriptions and medication orders

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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:

- followed workplace procedures, safe dispensing practices, The International System of Units (SI) and most recent *Australian pharmaceutical formulary and handbook* (APF) to accurately process at least 50 items from prescriptions/medication orders
- identified issues outside scope of own practice and referred to the authorised person

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:

- legal and ethical requirements (national, state/territory) for dispensing prescriptions, and how these are applied in organisations, including:
 - codes of conduct
 - duty of care (and implications of negligence)
 - privacy, confidentiality and disclosure
 - records management
 - rights and responsibilities of workers, employers and clients
 - specific legislation:
 - medicines and their use
 - the practice of pharmacy
 - different schedules of medicines and pharmaceutical products

- work role boundaries – responsibilities and limitations
- work health and safety
- legal requirements for dispensing of medicines:
 - information requirements on prescriptions and medication orders
 - requirements to be satisfied for a complete, unambiguous and valid prescription/medication order and actions to take if validity is questionable
 - specific requirements for dispensing controlled medicines
- Pharmacy Board of Australia *Guidelines for dispensing medicines*
- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - APF
 - MIMs
 - *Australian medicines handbook* (AMH)
 - Micromedex
- dispensing procedures:
 - procedures and rationale for validating orders
 - types of discrepancies or potential issues found on prescriptions and medication orders, and how to respond to these
 - accepted self-checking processes to ensure accuracy
 - charging for pharmaceuticals e.g. organisation policy and the PBS
 - legal requirements and principles of pharmaceutical product labelling
 - prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines
 - principles of calculations, weights and measures using the SI system
 - processes for reconstitution of products
 - properties of container types and principles of selection for use
- features of pharmaceutical products:
 - methods of administration, and use and effect on human physiology
 - common proprietary and generic names and their differences
 - medicine forms, dose, strength and quantity
 - principles and procedures for maintaining their security
 - principles and range of storage requirements
- product identification and handling, including those for:
 - formulary medicines and non-formulary medicines
 - products with the required integrity as well as those whose integrity has been
 - routine of handling products and products requiring special handling
- infection control principles and their relevance to dispensing medicines

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - weighing and measuring equipment
 - prescriptions and medication orders
 - pharmaceutical references
- modelling of industry operating conditions, including time constraints for completing dispensing activities

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>