



Australian Government

HLTPHA006 Provide assistance in dispensary administration

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. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to use dispensary administration systems to maintain dispensary information, process Pharmaceutical Benefits Scheme (PBS) claims and complete other specialised administration tasks.

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. Perform dispensing administration tasks

1.1 Use technical and numerical features of dispensary administrative systems correctly

1.2 Issue and update pharmaceutical entitlement and benefit documents to and for clients within scope of own job role

2. Maintain dispensary information

2.1 Update dispensary system with accurate information as required

2.2 Back up dispensary system information to ensure

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

secure data

2.3 Identify and respond to information discrepancies

2.4 Identify and extract correct clinical and financial data required for reporting and claiming systems

2.5 Inform relevant pharmacist of changes to data stored in the dispensary information system

2.6 Maintain confidentiality of dispensary information

3. Process pharmaceutical benefit claims

3.1 Collate prescriptions eligible for PBS claims and confirm details

3.2 Interpret and use financial information related to claims

3.3 Submit pharmaceutical claims to relevant authority

3.4 Maintain accurate records for claims submission

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 HLTPHA006 Provide assistance in dispensary administration

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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:

- prepared at least 2 batches of PBS or Section 100 claims using pharmacy systems to complete administrative tasks, including:
 - sourced, extracted, recorded and disseminated both clinical and financial dispensary information
 - identified and resolved issues to enable claims to be submitted
 - provided accurate information to clients and pharmacist
- 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 dispensary administration, 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
- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - *Australian pharmaceutical formulary and handbook (APF)*
 - MIMs
 - *Australian medicines handbook (AMH)*
 - Micromedex
- types of hardware and software used in pharmacy administration, and features of their use
- features of the PBS:
 - schedule of PBS
 - process for Pharmaceutical Benefit Authority items including streamline authority, phone authority and written authority.
 - process for highly specialised drugs
- dispensary information management requirements, including:
 - accounting
 - stock control
 - compliance documentation
 - patient information
- requirements for client entitlement
- types of pharmaceutical benefit documents and their use

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:
 - electronic records of prescriptions and medication orders
 - web based claiming systems
- modelling of industry operating conditions, including:
 - time constraints for data entry and claims processing
 - presence of situations requiring problem solving

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

Links

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