



Australian Government

HLTPHA008 Support pharmacist communication with clients and other health professionals

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 identify and respond to pharmacy client information needs in relation to medicines and pharmacy services. Information recipients may be end user clients or other health professionals supporting the client.

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
<i>Elements define the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element</i>
1. Identify client information needs	1.1 Review client documentation to identify the medicines the client is taking 1.2 Clarify client information needs with pharmacist 1.3 Identify and plan to meet client special needs which may impact on the effectiveness of communication 1.4 Use standard assessment tools to identify a client's ability to manage their medications 1.5 Discuss information needs with the client and /or carer and refer needs outside of scope of role to the

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

pharmacist

2. Gather and prepare information to meet client needs

- 2.1 Access reference material to gather information
- 2.2 Ensure information is in a suitable format for the client to understand
- 2.3 Select appropriate modes of communication to suit the purpose and context of the information being provided

3. Provide specific or prepared information to clients

- 3.1 Provide prepared information to clients when requested by the pharmacist
- 3.2 Present relevant information to the client clearly and in sufficient detail to meet the needs of the client
- 3.3 Reinforce the key messages provided to clients by the pharmacist or through consumer medicine information (CMI) and refer needs outside of scope of role to the pharmacist
- 3.4 Exercise appropriate discretion and confidentiality and explain boundaries of confidentiality to client
- 3.5 Seek advice and assistance from the pharmacist for unresolved concerns or issues
- 3.6 Negotiate appointments with client and staff for the provision of information to the client

4. Collect information and provide to other health professionals

- 4.1 Detect new client admission and notify pharmacist
- 4.2 Record client's medication brought into hospital
- 4.3 Communicate medicines supply information to internal medical, nursing staff and community providers
- 4.4 Obtain discharge planning information from relevant source
- 4.5 Prepare information for health professional for verification by the pharmacist
- 4.6 Transfer information to health professional after

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

verification by pharmacist

5. Confirm that client information needs have been met

5.1 Clarify with client that they understand the information provided

5.2 Confirm with the pharmacist that client information needs have been met

5.3 Record details of information provided to the client

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 HLTPHA008 Support pharmacist communication with clients and other health professionals

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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:

- complied with legislative and professional practice standards in the collection and provision of a medicines list for at least 10 clients, using effective communication techniques to elicit and provide information in one-to-one communication, including:
 - listened actively
 - used techniques to establish rapport
 - used techniques to clarify meaning
 - provided clear, concise and correct information both verbally and in writing
 - recognised and addressed issues of concern
- identified issues outside scope of practice and referred them to the pharmacist

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 pharmacy work, and how these are applied in organisations, including:
 - codes of conduct
 - duty of care (and implications of negligence)
 - informed consent
 - 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, including limitations of own work role and type of information able to be provided:
 - CMI
 - confirmation of appointment date and time
 - information about the use of respiratory devices
 - information about the use of dose administration aids (DAAs)
 - standardised (workplace approved) information for clients
- work health and safety
- purpose and scope of client education to aid compliance with administration of medicines
- procedures for client identification and confirmation of identification
- CMI:
 - purpose and layout
 - sources of pharmacy computer system, National Prescribing Services online CMI search
- documentation:
 - assessment of client's ability to manage medications
 - list of medications brought into hospital
 - that CMI or other medication-related information has been issued to client/carer
- purpose and features of DAAs and limitations and problems with these devices
- principles of effective communication, including recognition of communication and language difficulties and how to overcome these
- features of current medication lists, purpose and layout
- sources and method of preparation of electronic and hard copy information
- purpose of, and methods for, standardised assessment of client's ability to manage medications
- factors that affect clients' ability to manage medications, including special needs related to:
 - communication environment and context
 - cognitive ability
 - cultural or language barriers
- respiratory devices:
 - care of respiratory devices
 - demonstration of respiratory devices
 - knowledge, purpose and selection criteria for respiratory devices (including: dry powder inhalers, metered dose inhaler, spacers)

- structure and functions of the body systems and associated components, including:
 - cardiovascular system
 - cells, tissues and organs
 - digestive system
 - endocrine system
 - integumentary system
 - lymphatic system
 - musculo-skeletal system
 - nervous system
 - reproductive system
 - respiratory system
 - the special senses – smell, taste, vision, equilibrium and hearing
 - urinary system
- purposes of different medicine groups, including:
 - analgesics and anti-inflammatory agents
 - anti-coagulants
 - anti-depressants
 - anti-diabetic agents
 - anti-epileptics
 - anti-gout agents
 - anti-histamines
 - anti-hypertensives
 - anxiolytics and hypnotics
 - asthma treating agents
 - cholesterol and lipid lowering agents
 - corticosteroids
 - cytotoxics
 - diuretics
 - gastro-intestinal agents
 - heart medicines
 - hormonal medicines
 - osteoporosis medicines
 - viral and anti-bacterial agents, anti-fungals or antibiotics
- factors affecting medicine groups:
 - blood pressure
 - breast feeding
 - geriatric
 - paediatric
 - pregnancy
- issues that affect the use of medicine in an individual:

- bioavailability
- bioequivalence
- medicines absorption
- medicines distribution
- medicines elimination
- medicines half-life
- medicines metabolism
- concept of medicines:
 - medicines interactions
 - medicines food interactions and incompatibilities

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 CMI
- modelling of industry operating conditions, including communication with clients and health professionals

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

Links

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