



Australian Government

HLTPHA015 Provide assistance in dispensary administration

Release: 1

HLTPHA015 Provide assistance in dispensary administration

Modification History

Not applicable.

Application

This unit of competency describes the performance outcomes, 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 hospital or health services pharmacy assistants and technicians working under the supervision of an authorised person.

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

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Pharmacy

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe 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 for patients including online claims within scope of own job role.

2. Maintain dispensary information.

2.1. Update dispensary system with accurate information as required.

- 2.2. Identify and respond to any discrepancies including reports, logs, PBS claims and missing patient information.
 - 2.3. Identify and extract correct clinical and financial data required for reporting and claiming systems.
 - 2.4. Inform relevant authorised person of changes to data stored in the dispensary information system.
 - 2.5. 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

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

Unit Mapping Information

Supersedes and is not equivalent to HLTPHA006 Provide assistance in dispensary administration.

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 HLTPHA015 Provide assistance in dispensary administration

Modification History

Not applicable.

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, and:

- prepare at least 2 batches of PBS or Section 100 claims using pharmacy dispensary application or system to complete administrative tasks, including:
 - sourcing, extracting, recording and disseminating both clinical and financial dispensary information
 - identifying and resolving issues to enable claims to be submitted
 - providing accurate information to patients and authorised person
- identify issues outside scope of own practice and refer to an authorised person
- perform the activities outlined in the performance criteria of this unit during a period of at least 240 hours of work related to hospital or health services pharmacy support in a clinical workplace environment. These 240 hours may be applied collectively across all units of competency that include the requirement for workplace hours for the purposes of assessment.

Knowledge Evidence

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

- National, State or Territory legal and ethical requirements 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 patients
- specific legislation:
 - medication and their use
 - the practice of pharmacy
 - different schedules of medication and pharmaceutical products
 - work role boundaries including responsibilities and limitations
 - work health and safety

- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - Australian Pharmaceutical Formulary Handbook (APF)
 - Monthly Index of Medical Specialities (MIMS) or AusDI Advanced
 - 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 patient entitlement
- types of pharmaceutical benefit documents and their use.

Assessment Conditions

Skills must be demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure access to:

- 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
- authorised person with whom to consult.

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

Links

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