



Australian Government

HLTPHA017 Support pharmacist's communication with patients and other health professionals

Release: 1

HLTPHA017 Support pharmacist's communication with patients and other health professionals

Modification History

Not applicable.

Application

This unit of competency describes the performance outcomes, skills and knowledge required to identify and respond to pharmacy patient information needs in relation to medication and pharmacy services. Information gathered includes best possible medication histories, discharge information and other transitions of care. Recipients may be patients or other health professionals supporting the patient.

This unit applies to hospital or health services pharmacy assistants and technicians working under the supervision of a pharmacist or 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

Elements describe the essential outcomes

1. Identify patient information needs.

PERFORMANCE CRITERIA

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

- 1.1. Review patient documentation to identify the medication the patient is taking.
- 1.2. Clarify patient information needs with a pharmacist or an authorised person.
- 1.3. Identify and plan to meet patient special needs which may

- impact on the effectiveness of communication.
- 1.4. Use standard assessment tools to identify a patient's ability to manage their medications.
- 1.5. Discuss information needs with the patients and carers and refer needs outside of scope of role to a pharmacist or an authorised person.
- 2. Gather and prepare information to meet patient needs.
 - 2.1. Access reference material to gather the required information.
 - 2.2. Ensure information is in a suitable format for the patient 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 patients.
 - 3.1. Provide prepared information to patients when requested by a pharmacist or an authorised person.
 - 3.2. Present relevant information to the patient clearly and in sufficient detail to meet the needs of the patient.
 - 3.3. Reinforce the key messages provided to patients by the authorised person or through Consumer Medicines Information (CMI) and refer needs outside of scope of role to a pharmacist or an authorised person.
 - 3.4. Exercise appropriate discretion and confidentiality and seek advice and assistance from a pharmacist or an authorised person for unresolved concerns or issues.
 - 3.5. Negotiate appointments with patient and staff for the provision of information to the patient in accordance with organisational policies and procedures.
- 4. Collect information and provide to other health professionals.
 - 4.1. Detect new patient admission and notify a pharmacist or an authorised person.
 - 4.2. Record patient's medication brought into hospital or to the health services provider.
 - 4.3. Communicate medication 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 a pharmacist or an authorised person.
 - 4.6. Transfer information to health professional after verification by a pharmacist or an authorised person.
- 5. Confirm that patient information needs have been met.
 - 5.1. Clarify with patient that they understand the information provided.
 - 5.2. Confirm with a pharmacist or an authorised person that patient information needs have been met.
 - 5.3. Record details of information provided to the patient in

accordance with organisational procedures.

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 HLTPHA008 Support pharmacist communication with clients and other health professionals.

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 HLTPHA017 Support pharmacist's communication with patients and other health professionals

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:

- comply with legislative and professional practice standards in the collection and provision of information for at least 10 patients, using effective communication techniques to elicit and provide information in one-to-one communication, including:
 - listening actively
 - using techniques to establish rapport
 - using techniques to clarify meaning
 - providing clear, concise and correct information both verbally and in writing
 - recognising and address issues of concern
 - identifying issues outside scope of own practice and refer to an authorised person
- provide information for at least 10 patients incorporating each of the following activities at least once:
 - best possible medication history (BPMH) on admission
 - medication list on discharge and other transitions of care
 - information for other healthcare professionals
- 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 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 patients
- specific legislation:
 - medication and their use
 - the practice of pharmacy
 - different schedules of medication and pharmaceutical products
- working within own scope of practice, including limitations of individual work role responsibilities, when to refer to an authorised person and the type of information able to be provided:
 - Consumer Medicines Information (CMI)
 - confirmation of appointment date and time
 - standardised workplace approved information for patients
- work health and safety
- purpose and scope of patient education to aid compliance with administration of medication
- procedures for patient identification and confirmation of identification
- Consumer Medicines Information (CMI):
 - purpose and layout
 - sources of pharmacy computer system, National Prescribing Services online CMI search
- types of and requirements for documentation:
 - best possible medication history (BPMH)
 - assessment of patient's ability to manage medications
 - list of medications brought into hospital or to the health services provider
 - that CMI or other medication related information has been issued to patient or carer
- principles of effective communication, including recognition and solutions for communication and language difficulties
- 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 patient's ability to manage medications
- factors that affect patient's ability to manage medications, including special needs related to:
 - communication environment and context
 - cognitive ability
 - cultural or language barriers
- purposes of different medication 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 medication
- hormonal medication
- osteoporosis medication
- viral and anti-bacterial agents, anti-fungals or antibiotics
- concept of medication:
 - medication interactions
- medication food interactions and incompatibilities.

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 CMI
- modelling of industry operating conditions, including communication with patients and health professionals
- authorised person with whom to consult.

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

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>