



Australian Government

HLTPHA028 Apply knowledge of eye, ear and nose disorders to dispense medication

Release: 1

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Modification History

Not applicable.

Application

This unit of competency describes the performance outcomes, skills and knowledge required to recognise the main medications and their actions in the treatment of eye, ear and nose disorders and dispense medications to patients.

This unit applies to hospital or health services pharmacy assistants and technicians working under the supervision of 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 medication required to treat eye, ear and nose disorders.

PERFORMANCE CRITERIA

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

- 1.1. Identify the eye, ear and nose disorder being treated.
- 1.2. Identify the factors that lead to the successful medicinal treatment of eye, ear and nose disorders.
- 1.3. Consult authorised personnel to verify the successful medicinal treatment of eye, ear and nose disorders.

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| 2. Prepare appropriate eye, ear and nose medication to dispense to patients. | 2.1. Identify the appropriate eye, ear and nose medication to be dispensed to patients in accordance with Work Health and Safety (WHS) policies, guidelines and symbols. |
| | 2.2. Confirm the medication to be dispensed to the patient with an authorised person and prepare as directed. |
| 3. Provide appropriate information to patients on the correct use of eye, ear and nose medication. | 3.1. Use communication techniques, in accordance with ethical codes of conduct to explain the uses and limitations of the eye, ear and nose medication to patients. |
| | 3.2. State the dosage that has been prescribed. |
| | 3.3. Explain the steps required to ingest and apply the prescribed medication. |
| | 3.4. Explain the route for administering the medication. |
| | 3.5. Explain the storage requirements of the medication and how to dispose of used or remaining unused portion of the medication. |
| | 3.6. Identify the signs which would warrant referral to an authorised person when required. |
| | 3.7. Utilise appropriate techniques to confirm patient understanding of the uses and actions of the medication. |
| | 3.8. Identify patients having difficulty using, taking and actuating their prescribed medication and provide further assistance or refer the patient if required. |

Foundation Skills

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 HLTPHA028 Apply knowledge of eye, ear and nose disorders to dispense medication

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 and dispense eye, ear and nose medication on at least 10 occasions and inform at least 10 patients, including:
 - sourcing information
 - screening, assessing and providing basic medication discharge information and instructions to patients regarding the use of eye, ear and nose medications
 - referral of enquiries outside scope of own practice to the pharmacist
 - confirmation of medication dispensing with an authorised person
- perform the activities outlined in the performance criteria of this unit during a period of 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:

- understand information about eye, ear and nose disorders including:
 - common causes of eye, ear and nose disorders
 - uses and limitations of medication dispensed to patients in the treatment of eye, ear and nose disorders
 - common adverse reactions of medication dispensed to patients in the treatment of eye, ear and nose disorders
 - adverse reactions to medication that require referral to an authorised person.
 - relevant legislation, regulations and ethical codes relating to medication dispensing
- standard pharmaceutical references, including:
 - Australian Medicines Handbook (AMH)
 - Australian Pharmaceutical Formulary Handbook (APF)
 - Monthly Index of Medical Specialities (MIMS) or AusDI Advanced
 - Micromedex
- relevant National and State or Territory regulatory and legislative requirements

- legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and implications of negligence
- limitations of own work role including identification and referring of issues outside scope of practice to an authorised person
- Work Health and Safety (WHS) policies, guidelines and symbols and their relevance to dispensing medication
- common eye disorders:
 - age-related macular degeneration
 - cataracts
 - diabetic retinopathy
 - glaucoma
- common ear disorders:
 - ear wax
 - vertigo
 - drug induced ototoxicity
- common nose disorders:
 - sinusitis
 - nasal sinus polyps
 - smell taste disorders
 - allergy
- aims of treatment
- therapeutic options, including:
 - pharmacological
 - non-pharmacological
- routes of administration used to treat common eye, ear and nose disorders, including:
 - drops
 - tablets
 - capsules or oral liquid
 - cream or ointment
 - oral
 - topical
- legal scheduling of each of the common medications used to treat common eye, ear and nose disorders
- information that should be conveyed to patients, including:
 - generic and brand names of the medication
 - intended purpose and expected action or duration of treatment
- administration advice on how to take the medication:
 - special directions
 - dose timing in relation to food
 - what to do if dose is missed
 - how to store medication

- how to dispose medication.

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:
 - relevant legislation, regulations and guidelines
 - medicine information and resources on eye, ear and nose disorders
- 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>