



Australian Government

Department of Education, Employment and Workplace Relations

HLTAD301B Assist with practice administration

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to input client information into a medical practice information system.

Application of the Unit

Application

Work performed requires a range of well developed skills where some discretion and judgement is required and individuals will take responsibility for their own outputs.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Perform administrative tasks using a computer | 1.1 Identify and apply the practice and legislative privacy requirements, procedures and guidelines
1.2 Apply relevant <i>software</i> and <i>hardware</i> |
| 2. Maintain client information | 2.1 Update client <i>demographic data</i> , to ensure currency
2.2 Seek assistance if data requirements are outside scope of practice
2.3 Seek assistance if data requirements are ambiguous or appear inconsistent with data management requirements
2.4 Seek assistance if difficulties are experienced accessing or using the information system
2.5 Back up client demographic data regularly |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 3. Assist with the processing of practice information | 3.1 Confirm accuracy of <i>payment funding details</i> |
| | 3.2 Enter client payment data according to commonwealth, state and/or territory legislation and requirements |
| | 3.3 Enter code data according to legislative and practice requirements |
| | 3.4 Enter supplier, stock and equipment data, where appropriate |
| | 3.5 Maintain confidentiality and tact at all times when processing client data |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Basic knowledge of the legislative requirements associated with funding mechanisms, including
 - MBS
 - PBS
 - Private Insurance
 - HACC
 - WorkCover
 - Comcare
- Basic medical terminology
- Basic medical record coding requirements and terminology
- Data process requirements of funding mechanisms
- Requirements of the practice data management system

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Collect, analyse and organise information (client, payment, supplies, stock and equipment)
- Prepare and process information
- Use the practice information technology system
- Plan and organise information

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- Assessment should involve written and/or oral examination as well as simulation, demonstration and production of simulated work samples
 - Assessment could also include supervisor reports and observation in the work place
 - Resources for assessment include:
 - access to the full range of data management requirements
 - access to an information management system
 - applicable legislation

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Software may include:

- Proprietary software
- Practice software
- Spreadsheets, word processing, accounting packages
- Supplier, stock and equipment hire databases

Hardware may include:

- Main hard drive
- Keyboard, screen, printers and modem

Demographic data may include

- Name
- Address
- Weight and height
- Known lifestyle factors

Payment funding details may include:

- MBS
- PBS
- Private insurance
- DVA
- HACC
- WorkCover
- Comcare

Unit Sector(s)

Not Applicable