



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTCOM406C Make referrals to other health care professionals when appropriate**

**Release: 1**

## **HLTCOM406C Make referrals to other health care professionals when appropriate**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit of competency describes the skills and knowledge required to arrange referrals to other health care professionals when required

### **Application of the Unit**

#### **Application**

This unit applies to work in a range of health settings where health services are provided with direct client contact involved  
Application of this unit should be contextualised to reflect any specific workplace requirements, issues and practices

### **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. Formulate a referral plan for client requiring further treatment | 1.1 Determine <i>need for referral to other health care professionals</i> services<br>1.2 Communicate need for referral to the client<br>1.3 Consider the financial aspects of complementary health care<br>1.4 Ensure referral occurs with permission/consent of client and within confidentiality/privacy standards |
| 2. Interact with other health care professionals                    | 2.1 Identify a range of <i>complementary health</i> care professionals and services<br>2.2 Consult Complementary health care professionals and <i>support services</i> to determine the most appropriate source for <i>referral</i><br>2.3 Relate effectively and knowledgeably with other health care professionals  |

**ELEMENT****PERFORMANCE CRITERIA**

- |                                                                                |                                                                                            |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 3. Arrange a referral to an appropriate source for clients with specific needs | 3.1 Contact the health care professional and/or service to whom clients are to be referred |
|                                                                                | 3.2 Arrange transfer of <i>copies of client records</i> to the appropriate referral source |
|                                                                                | 3.3 Include the client in referral communications and provided with written referrals      |
|                                                                                | 3.4 <i>Brief</i> the appropriate health professional/service is on reason for referral     |
|                                                                                | 3.5 Answer queries regarding the referral                                                  |
|                                                                                | 3.6 Provide assistance to other health care professionals/services as required             |
|                                                                                | 3.7 Record referrals in case notes                                                         |

## 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:

- Health care professionals/services locally, nationally, and internationally and of their relationship to other professions and organisations
- Referral procedures
- The paradigms, including fee environments, within which other professions function
- The profession's special characteristics, historical mileposts, aspirations and strengths
- The role of other health professionals and support services
- What constitutes a medical emergency or referral

#### *Essential skills:*

It is critical that the candidate demonstrate the ability 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 the ability to:

## REQUIRED SKILLS AND KNOWLEDGE

- Apply referral procedures
- Communicate effectively
- Consult colleagues for special expertise
- Demonstrate appreciation of the relative merits of the treatment options available in regard to cost, benefit and efficiency of such procedures
- Formulate referral plans and arrange referrals
- Write referrals, certificates and correspondence
- Write third party and medico legal reports, certificates and correspondence

## 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:*

- Observation of performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit
- Assessment may contain both theoretical and practical components and examples covering a range of clinical situations
- 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
- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
  - interaction with others in the broader professional

## EVIDENCE GUIDE

community as part of the sole practitioner's workplace

- scope of practice as detailed in the qualification and component competency units
- holistic/integrated assessment including:
- working within the practice framework
- performing a health assessment
- assessing the client
- planning treatment
- providing treatment

- 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 replicate workplace conditions as far as possible
  - Simulations may be used to represent workplace conditions as closely as possible
  - Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible
  - Resources essential for assessment include:
    - contact directories

- Method of assessment*
- Observation in the work place (if possible)
  - Written assignments/projects or questioning should be used to assess knowledge

## EVIDENCE GUIDE

- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Conventional letters or electronic communication

## 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.

*Need for referral may include:*

- Client in need of ongoing support or counselling
- Client with a counselling need beyond the practitioner's own level of skill
- Client with a personality disorder
- Disclosure, by a minor, of abuse
- Practitioner establishes a supervisory, social or sexual relationship with client
- Practitioner identifies with client transference or counter-transference
- Referral to a GP for initial or follow up pathology
- Referral to GP/health services because of a/or suspicion of notifiable disease
- Suicidal or homicidal client

**RANGE STATEMENT**

*Other health care professionals/services may include but are not limited to:*

- Complementary health therapists
- Dietitians
- Doctors
- Law officers
- Mental health units or hospitals
- Physiotherapists/chiropractors
- Professional counsellors or psychologists
- Psychiatrists
- Social or health workers

*Complementary health care practitioners may include:*

- Acupuncturists
- Chiropractors
- Herbalists
- Massage therapists
- More experienced homoeopaths with or without a speciality
- Naturopaths
- Osteopaths

*Support services may include:*

- Domestic violence telephone service
- Life line
- Local child care centre
- Local church groups
- Local other than Christian groups
- Local welfare centre
- Others

*Referral may be by:*

- Verbal communication
- Written communication

*Client records may include:*

- A copy of the whole care record
- A synopsis of the case record
- Homoeopathic specific information via e.g. Standard Case Recoding forms, symptom descriptor forms, treatment evaluation and progress sheets

**RANGE STATEMENT**

*Briefing may include:*

- Conventional written letter
- Electronic communication e.g. email
- Verbal communication e.g. telephone or face to face

**Unit Sector(s)**

Not Applicable