



Australian Government

Department of Education, Employment and Workplace Relations

HLTMAMP402B Assist with clinical procedures in a medical practice

Release: 1

HLTMAMP402B Assist with clinical procedures in a medical practice

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit covers the competency required to safely and competently assist a medical practitioner with clinical procedures for clients

Application of the Unit

Application

The skills and knowledge addressed in this competency unit must be applied strictly in line with relevant State/Territory legislative and regulatory requirements

The role of medical assistant involves working under direct or indirect supervision as determined by a medical practitioner and in the context of a consultation being conducted by the medical practitioner

A medical assistant may work under the supervision of a health care professional other than a medical practitioner, but this should only occur where:

- the health care professional is in the same practice as the medical practitioner and
- the medical practitioner has agreed to the other health professional providing the supervision

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTF301C Apply first aid

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. Prepare for <i>clinical procedure</i> | 1.1 Obtain and clarify instructions from medical practitioner to ensure correct understanding |
| | 1.2 Use correct standard precautions including hand washing, wearing of personal protective equipment, avoiding contact with bodily fluids and needle stick injuries |
| | 1.3 Assess environment for suitability to conduct a clinical procedure |
| | 1.4 Gather required equipment and consumables and check for working order in line with medical practitioner's <i>instructions</i> |
| | 1.5 Ensure emergency equipment, medications and supplies are in place and ready for use |

ELEMENT**PERFORMANCE CRITERIA****2. Prepare client for clinical procedure**

- 2.1 *Confirm client identity*, introduce own role as medical assistant to the medical practitioner and assure client of confidentiality
- 2.2 Explain steps in the clinical procedure to client as required and confirm their understanding and consent
- 2.3 Check for contraindications to procedure and confirm client's status in relation to contraindications with medical practitioner
- 2.4 Assist with positioning the client for the procedure ensuring client comfort and accessibility as required and in line with medical practitioner's instructions
- 2.5 Reassure client appropriately, if necessary.
- 2.6 Be prepared for client contingencies and/or signs of distress

3. Assist medical practitioner with clinical procedure

- 3.1 Perform tasks as directed by medical practitioner according to practice protocols and within the scope of own medical assisting role
- 3.2 Monitor client's condition as directed by medical practitioner
- 3.3 Report abnormal observations or client reactions to medical practitioner immediately, in line with directions from the medical practitioner
- 3.4 Deal with adverse incidents appropriately and as per practice protocols and directions from medical practitioner

ELEMENT**PERFORMANCE CRITERIA****4. Follow up clinical procedure**

- 4.1 Assist with client post-clinical procedure as directed by the medical practitioner
- 4.2 Monitor client for signs of adverse reaction for appropriate time period as directed by medical practitioner
- 4.3 Advise and instruct client as per practice protocols and in line with medical practitioner's instructions
- 4.4 Document procedure in client's medical record under supervision of the medical practitioner in line with practice protocols and client *confidentiality requirements*
- 4.5 Clean, sterilise and/or dispose of equipment and consumables in accordance with manufacturers' requirements and infection control procedures
- 4.6 Clean equipment and area and dispose of waste in line with practice protocols and infection control procedures
- 4.7 Place instruments and equipment for sterilisation in correct location
- 4.8 Return equipment and supplies to correct storage location
- 4.9 Store equipment and attachments in accordance with clinical guidelines, organisation policies and procedures
- 4.10 Wash hands and *maintain personal hygiene* in line with infection control guidelines

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 pharmacology including:
 - adverse medicines reactions
 - allergies
 - dangers and precautions
 - major medication categories
 - routes of administration
 - uses, effects and side effects/contraindications
 - usual dosage
- Clinical procedures, including:
 - relevant medical terminology
 - relevant practice protocols
 - scope of own medical assisting role
 - sequence in which procedures occur
 - use and care of equipment and supplies
- Cultural and religious factors in relation to the human body
- Dealing with difficult clients
- How to assist with the maintenance of surgical asepsis and the reasons for maintaining a sterile field
- How to provide initial response to medical emergencies
- Importance of effective communication
- Infection control and application of Standard Precautions
- Medication schedules including:
 - immunisation schedules
 - Standards for the Uniform Scheduling of Drugs and Poisons (SUSDP)

REQUIRED SKILLS AND KNOWLEDGE

- Medication related matters including:
 - Consumer Medicine Information (CMI)
 - medication action plans
 - dosage administration aids
 - medical terminology
- Names and uses of common complementary medicines
- Principles of risk management
- Proper waste disposal and cleaning procedures including handling spillages
- Relevant legislation, industry standards and codes of practice, including:
 - consent
 - privacy and confidentiality
 - medical record documentation
 - Occupational Health and Safety
 - RACGP Standards for General Practices

continued ...

Essential knowledge (contd):

- Reasons for keeping accurate records of medical conditions, treatments and the administration of medications
- Relevant anatomy and physiology (and basic tissue pathology and histology) to enable performance of clinical procedure to be accurate and of minimum risk to clients
- Recognising and dealing with medical emergencies

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:

- Apply language and literacy skills required to accurately:
 - follow complex instructions
 - interpret set procedures and policies
 - relay information
 - use appropriate medical terminology and grammar
- Apply numeracy skills required to accurately interpret and record findings
- Assist a medical practitioner with clinical procedures, including:
 - operate equipment correctly and in accordance with manufacturers' specifications
 - prioritise tasks
 - select and prepare instruments and equipment as directed by the medical practitioner

REQUIRED SKILLS AND KNOWLEDGE

- use available resources and plan daily work routine
- work under direct or indirect supervision
- Relate to a range of people, including:
 - deal with conflict
 - interact appropriately with clients from a range of social, cultural, linguistic, social and religious backgrounds and physical and mental abilities
 - interact appropriately with members of the health care team
 - maintain client confidentiality
 - observe signs of client distress
 - put clients at ease
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use effective verbal and non-verbal communication with a range of internal and external persons, including skills to:
 - ask questions
 - clarify workplace instructions when necessary
 - confirm client understanding and consent to procedures
 - explain steps in procedures accurately
 - listen empathetically
 - provide clear information
 - read and document clinical information
- Use technology appropriately, including computers and medical equipment

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 clinical procedures relevant to the workplace

EVIDENCE GUIDE

- 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 of competence must be demonstrated in off the job (classroom) assessments prior to assessment during placement in a practice setting

Method of assessment:

- Clinical assisting skills involving direct client care are to be assessed initially in a simulated clinical setting (laboratory). If successful, a second assessment is to be conducted during workplace application under direct supervision

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

Related units:

This unit should be assessed in conjunction with:

- HLTAP401B Confirm physical health status
- HLTMAMP401B Assist with clinical measurements in a medical practice
- HLTMAMP406B Manage emergency clients in a medical practice

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.

Supervision includes:

- The elements of direction, guidance, oversight and coordination of activities
- Any requirements for supervision of the medical assistant as specified in relevant professional guidelines and/or organisation policies
- Direct and/or indirect supervision, where:
 - direct supervision is provided when the medical practitioner (or delegated health care professional) is actually present, observes, works with and directs the person who is being supervised
 - indirect supervision is provided when the medical practitioner (or delegated health care professional) is easily contactable but does not directly observe the activities

Instructions may include:

- Verbal
- Standing orders
- Written
- By phone
- Via electronic means

RANGE STATEMENT

Confirm client identity may include:

- Asking the client to confirm his/her name&DOB and checking this information against information in the medical record
- Asking the client's guardian/carer to confirm client's name and DOB and checking this information against information in the medical record

Explain clinical procedure may include:

- Confirming the client, and/or their guardian/carer, understands and agrees to the procedure(s) about to be undertaken
- Confirming that the client's and/or guardian/carer's questions have been adequately answered
- Outlining the sensations and side effects the client may experience

Checking for contraindications may include:

- Checking the client's medical record to see if any allergies or previous adverse reactions to similar procedures are recorded
- Asking the client and/or their guardian/carer if the client has any known allergies or previous adverse reactions to similar procedures
- Confirming the client's current health status and/or previous related medical conditions with the medical practitioner

Preparing the client may include:

- Correctly positioning
- Removing clothing
- Follow medical practitioner's directions to:
 - perform surgical cleanse of the area
 - perform a surgical prep
 - remove dressings and bindings

RANGE STATEMENT

- Positioning of client may include:*
- Sitting
 - Standing
 - Lying face down or face up on exam bed
 - Secured in guardian/carer's arms
 - Secure positioning of client using either guardian/carer, assistant or self
 - Instructing client appropriately, eg not to move
 - Discontinuing procedure if client is uncooperative

- Contingencies may include:*
- Client fainting/loss of consciousness
 - Client struggling, kicking, biting, etc
 - Client movement
 - Equipment failure or breakage
 - Client refusing to cooperate

- Signs of distress may include:*
- Client agitation
 - Client appearing pale, cold, clammy, sweating, slumping, shallow breathing
 - Client crying
 - Client aggressive
 - Client complaining of light-headedness or dizziness
 - Loss of consciousness
 - Client verbally refusing

RANGE STATEMENT

Assisting medical practitioner with clinical procedures must include:

- Assisting medical practitioner with:
 - simple wound care
 - suture and surgical clip removal
 - ear irrigation
 - throat swabs
 - collection of specimen(s)
 - venepuncture (phlebotomy)
 - removal of plasters
 - bandaging
 - application of splints and slings
 - administration of vitamin B12 injections
- Assisting medical practitioner who is undertaking:
 - a physical exam
 - a PAP test
 - minor operations
 - nebulisation
 - plastering

Confidentiality of client information may be ensured by:

- Adherence to Privacy Act
- Information disclosed to an appropriate person consistent with the responsibility of this position
- Legal and ethical requirements
- Secure location for written records
- Treatment room with privacy

Personal hygiene and infection control procedures may include:

- Australian and State Standards and Legislation
- Industry standards
- Organisation procedures
- Standard precautions such as hand washing procedures
- Direct instructions from supervisor

Clinical guidelines, organisation policies, procedures and treatment protocols may include:

- Industry standards (state and national)
- Organisation policy directives
- Privacy Act
- Relevant Australian standards

RANGE STATEMENT

Documentation may include:

- Recording information in client's computerised or physical medical record, under supervision of the medical practitioner, including:
 - date and time of procedure
 - procedure performed
 - name of supplies used including batch and lot number and expiry date, if applicable
 - details of procedure
 - positioning of client for procedure
 - site of procedure
 - results of procedure
 - any adverse effects or incidents
 - advice or instructions given
 - information collected regarding client's current health status, physical and social function
 - medical assistant's signature or initials

Action required while monitoring client's condition may include

- Obtaining assistance from medical team immediately
- Discontinuing procedure as directed
- Placing client in recovery position
- Commencing emergency assistance

Abnormal situations may include

- Significantly abnormal results
- Altered response from client
- Angry response from client

Assist may include

- Helping client to different position
- Providing client with supplies, eg tissues or wipes
- Retrieving client's personal effects, eg clothing, for easy access
- Helping client with movement and ambulation

Unit Sector(s)

Not Applicable