



Australian Government

Department of Education, Employment and Workplace Relations

HLTMAP406C Manage emergency clients in a medical practice

Release: 1

HLTMAMP406C Manage emergency clients in a medical practice

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTMAMP406B Manage emergency clients in a medical practice	HLTMAMP406C Manage emergency clients in a medical practice	Updated in V5 - Updated pre-requisite HLTFA311A Apply first aid

Unit Descriptor

Descriptor

This competency unit describes the knowledge and skills required to manage emergency clients safely and effectively in a medical practice setting, including the maintenance of systems to ensure smooth flow of emergencies

Application of the Unit

Application

All skills and knowledge described in this competency unit are to be applied in line with duty of care, taking responsibility for priority of client safety and with due compliance to legal and ethical requirements, including client privacy and confidentiality

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

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

- HLTF311A 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. Prioritise clients

1.1 Recognise indicators of health distress in clients over the phone and in person

1.2 Prioritise clients according to indicators of health distress in line with practice protocols

1.3 *Inform and/or advise* clients appropriately, following practice protocols and industry standards and codes of practice

ELEMENT**PERFORMANCE CRITERIA****2. Respond appropriately to medical emergencies**

- 2.1 Be prepared to respond to a range of emergency medical situations in the medical practice
- 2.2 Assess the situation for any danger to yourself, others or the client and take appropriate action
- 2.3 Notify and seek assistance from appropriate personnel
- 2.4 Provide emergency first aid as per practice protocols and within the scope of own work role in medical assisting
- 2.5 Assist other *health care practitioners* with an emergency response
- 2.6 Record details of treatment in client record, as required, under supervision of health care practitioner(s)
- 2.7 Liaise with *external health care professionals* as per practice protocols
- 2.8 Communicate with client's family and/or nominated representative(s) as directed by health care practitioner

3. Maintain emergency equipment and supplies appropriately

- 3.1 Ensure emergency *equipment* and supplies are complete, current and stored in easily accessible location near likely treatment area
- 3.2 Gather required supplies and equipment quickly, safely and efficiently when a *medical emergency* arises
- 3.3 Provide emergency equipment and supplies to the health care practitioner as directed

4. Contribute to evaluation of team performance following an emergency incident

- 4.1 Review medical practice emergency response systems and protocols
- 4.2 Report personal training needs to appropriate personnel
- 4.3 Recommend improvements to systems including better facility layout, location of equipment and/or supplies
- 4.4 Participate in debriefing and provide and receive feedback constructively

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 anatomy, physiology and pathophysiology (to the level detailed in competency units HLTAP401B Confirm physical health status in a health care context and HLTFA311A Apply first aid)
- Correct use of medical equipment and supplies
- Cultural and religious factors in relation to the human body
- Efficient/effective use of practice communication equipment
- Emergency medical procedures
- How to respond to various medical emergencies
- Infection control and standard precautions
- Local emergency services including nearest hospital emergency facility
- Medical terminology
- Occupational Health and Safety principles
- Practice protocols
- Relevant legislation, industry standards and codes of practice
- Scope of own work role in medical assisting
- Waste management, including taking into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

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:

- Analyse situations and recommend improvements to systems and performance

REQUIRED SKILLS AND KNOWLEDGE

- Contact ambulance service
- Receive numerous instructions quickly and take appropriate action in timely manner
- Recognise signs and symptoms of medical distress in clients
- Remain calm in tense situations
- Use medical equipment safely and correctly
- Use communication skills to:
 - communicate clearly
 - document information appropriately in medical records
 - interact appropriately with members of the health care team as well as with clients from a range of social, cultural and religious backgrounds and physical and mental abilities
 - interpret procedures and policies correctly
 - receive and provide constructive feedback
 - relay information, using appropriate medical terminology and grammar

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 emergency 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

Method of assessment:

- Assessment should involve written and/or oral examination as well as simulation, demonstration and production of simulated work samples
- Students are also to be assessed during practice placement through supervisor reports, self-reflective journals and observation

Resource implications

Assessment requires access to:

- Scope of own work role in medical assisting
- RACGP Standards for General Practices
- Simulated general practice environment with emergency equipment, supplies and clients

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
- HLTMAMP401C Assist with clinical measurements in a medical practice
- HLTMAMP402C Assist with clinical procedures 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.

Health care practitioner is:

- Registered nurse
- Medical practitioner/doctor/specialist

Inform and/or advise may include:

- Directing people to hospital emergency facility
- Calling ambulance

Emergency medical situations may include:

- Anaphylaxis
- Unconsciousness
- MI
- Respiratory distress including acute asthma
- Hyperventilation
- Haemorrhage
- Seizure
- Shock
- Burns
- Broken bones
- Foreign body
- Chemical contamination
- Poisoning
- Overdose
- Head injury
- Insulin reaction
- Hypothermia
- Envenomation

RANGE STATEMENT

Personnel may include:

- Doctors
- Practice Nurse
- Practice Manager
- Medical Assistants
- Practice Staff
- Other medical staff
- Ambulance officers

External health care professionals may include:

- Ambulance staff
- Hospital staff
- Community health care professionals
- Residential aged care staff

Equipment may include:

- Crash cart/resuscitation trolley
- Defibrillator
- Oxygen tank with mask or nasal prongs
- Laryngoscope
- Endotracheal tubes
- Ambu-bag
- Emergency medications
- IV equipment and fluids
- Splints
- Blankets
- Cold packs
- Pulsoximeter
- ECG
- Nebuliser
- Bandaging
- Instruments
- Needles and syringes

Unit Sector(s)

Not Applicable