



Australian Government

Department of Education, Employment and Workplace Relations

HLTMI301A Contribute to client flow and client information management in medical imaging

Release: 1

HLTMI301A Contribute to client flow and client information management in medical imaging

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required by the worker to support the efficient and timely flow of clients through a medical imaging unit that can be hospital or community based

Application of the Unit

Application

The skills and knowledge in this unit of competency are implemented under the *supervision* of a medical imaging professional, including radiographer, radiologist, sonographer, radiology registrar or medical imaging nurse

The skills and knowledge of this unit of competency are implemented to assist the medical imaging professional and do not equip a worker to perform medical imaging

This function is undertaken in accordance with all relevant legislation, regulations, government policy and industry guidelines and is carried out according to organisation protocols and quality requirements

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. Monitor procedure list to ensure best flow of clients

- 1.1 Use the *facility information management system* to input client data and information according to instructions from a medical imaging professional
- 1.2 *Communicate with relevant stakeholders* about client appointment times and availability according to instructions from a medical imaging professional
- 1.3 Answer questions about scheduling and specified client preparation requirements, referring all questions outside specified areas to relevant medical imaging professional
- 1.4 Liaise with office staff about client bookings, cancellations and rescheduling according to instructions from a medical imaging professional
- 1.5 Liaise with relevant parties about client transport requirements according to instructions from a medical imaging professional
- 1.6 Liaise with the *relevant medical imaging professional* about client flow requirements
- 1.7 Identify *referral sources* and *client information requirements* for the medical imaging process
- 1.8 Gather and process demographic client information prior to the medical imaging procedure
- 1.9 Process and dispatch medical imaging results accurately, according to a series of checking mechanisms to ensure the correct result is assigned to the correct client

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 2. Contribute to preparations for medical imaging procedure | <ul style="list-style-type: none">2.1 Check accuracy of client identification and information according to organisation protocols and report any issues of concern appropriately2.2 Complete a client <i>preliminary interview</i> where appropriate and according to instructions from a medical imaging professional2.3 Identify <i>special needs of clients</i> (limited to those identified in the Range Statement) and respond to and report according to organisation protocols and instructions from a medical imaging professional2.4 Assist clients to change into gowns and/or scrubs where necessary2.5 Escort clients to and from examination rooms2.6 Assist with <i>additional preparations</i>, as required within scope of responsibility and under the direction of a medical imaging professional2.7 Obtain and collate results of previous relevant imaging and pathology according to organisation policy and guidelines |
| 3. Respond to client needs and reactions | <ul style="list-style-type: none">3.1 Provide assurance and support to anxious clients within scope of responsibility and report to the medical imaging professional3.2 Respond to and report challenging client behaviour in manner consistent with organisation protocols3.3 Report any other observations of concern about client status according to organisation protocols |
| 4. Work safely in a medical radiation environment | <ul style="list-style-type: none">4.1 Use individual work practices in a manner consistent with <i>radiation protection principles</i>4.2 Comply with organisation's radiation management plan4.3 Use required <i>personal protective equipment</i> and personal monitoring in the medical imaging environment4.4 Comply with all safety signs in the medical imaging environment4.5 Report any concerns about radiation safety according to organisation protocols |

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 5. Handle client information in a responsible manner | 5.1 Use the facility information management system to input client data and information
5.2 Scan medical imaging requests and other client data into the client data system
5.3 Input client demographics into digital imaging system
5.4 Print films and produce CDs, where necessary
5.5 Send imaging requests by facsimile as required
5.6 Reconcile client information with other systems in line with organisation protocols
5.7 Input examination completion statistics according to instructions from a medical imaging professional
5.8 Apply language specific to medical imaging when dealing with client data and information |
| 6. Maintain information in a responsible manner | 6.1 File client information according to organisation protocols
6.2 Organise client imaging data for clinical meetings
6.3 Contribute to the maintenance of accurate copies of other relevant documents, such as telephone lists, according to organisation requirements
6.4 Maintain client data and information in a manner that ensures confidentiality and is consistent with quality requirements |

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:

- Client confidentiality and privacy requirements
- Client issues that might affect the imaging process and how to respond within the organisation policies and protocols, including:
 - anxiety
 - confusion
 - hoist requirement
 - challenging behaviour
 - interpreter requirements
 - clothing requirements for imaging
- Client manual handling requirements for lifting and transferring in the medical imaging environment
- Electronic and paper appointment management systems
- Infection control requirements in the medical imaging environment
- Information technology (IT) terms and meanings in relation to imaging file transfer and risks and ramifications of renaming files
- Knowledge required to provide a description of a range of medical imaging processes, what they are used for, the procedure and length of time to undertake the procedure and the images produced by each procedure, including:
 - general radiography
 - mammography
 - fluoroscopy
 - CT scanning
 - MRI scanning
 - ultrasound
 - angiography
 - bone densitometry

REQUIRED SKILLS AND KNOWLEDGE

- Occupational health and safety (OHS) requirements within the medical imaging environment, including personal safety requirements in an MRI environment and hierarchy of MRI field control measures
- Organisation protocols for the dispatch of client reports
- Own work role and responsibilities

continued ...

Essential knowledge (cont'd):

- Personal radiation safety requirements in the medical imaging environment, including:
 - radiation protection principles
 - awareness of the hierarchy of control measures
 - responsibilities of employees and employers under relevant regulations and codes of practice
 - emergency procedures
 - use and care of personal protective equipment and monitoring equipment
 - safety signs and their meaning
- Principles and practices of effective client flow and list management
- Processes for acquiring and processing previous client information
- Quality requirements associated with the flow of clients in the medical imaging environment
- Relevant policies and protocols of the organisation in relation to client flow in medical imaging and work role
- Sterile technique requirements in the medical imaging environment
- Sources of client data and information, including:
 - Picture Archiving and Communication System (PACS)
 - Radiology Information System (RIS)
 - Hospital Information System (HIS)
- Systems for filing client and other information

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:

- Adhere to own work role and responsibilities
- Apply appropriate and accurate medical and radiology terminology to medical imaging processes and in communication with clients and colleagues
- Apply basic problem-solving skills to resolve problems within organisation protocols
- Apply client manual handling skills
- Apply IT skills to operate a scheduling system
- Apply communication skills required to:

REQUIRED SKILLS AND KNOWLEDGE

- provide easily understood information about client scheduling
- provide easily understood information about medical imaging requirements, within scope of responsibility
- support client special needs
- Apply literacy skills required to:
 - read and interpret organisational policies and procedures
- Apply teamwork skills
- Follow organisation policies and protocols
- Identify gaps or inaccuracies in client data
- Liaise and report to appropriate person
- Operate within infection control and OHS requirements, including personal safety requirements in an MRI environment and hierarchy of MRI field control measures
- Operate within personal radiation safety requirements, including:
 - following required radiation protection and safety procedures
 - complying with radiation safety signs
 - seeking advice and further direction when faced with unexpected situations
 - using and caring for personal protective equipment and personal monitoring equipment
- Preserve a sterile environment
- Relate to people from a range of social, cultural and religious backgrounds and physical and mental abilities
- Use client data and information management systems and file information
- Use observation skills to:
 - identify and report special client needs
 - identify and report variations to imaging preparation processes and reactions
 - identify, respond and report anxious clients
 - respond to challenging client behaviour
- Work effectively with clients, colleagues, supervisors and other services/agencies

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.

EVIDENCE GUIDE

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
- This unit will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Radiation and magnetic field safety requirements must be demonstrated
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- 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

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 the 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 the health of Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however, holistic assessment practice with other health service units of competency is encouraged
- Resources required for assessment include:
 - access to appropriate workplace where assessment can take place
 - simulation of realistic workplace setting for assessment
 - relevant organisation policy, protocols and procedures

Method of assessment may include:

- Observation in the workplace
- Written assignments/projects
- Case study and scenario analysis
- Questioning
- Role play simulation

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

Supervision refers to:

- Instructing, advising, and monitoring another person in order to ensure safe and effective performance in carrying out the duties of their position
- The nature of supervision is flexible, underpinned by organisation protocols and may be conducted by various means, including:
 - in person
 - through use of electronic communications media, such as telephone or video conferencing, where appropriate and the task allows
- Nature of supervision will be determined by factors, such as:
 - the task maturity of the person being supervised
 - issues related to client condition
 - the need to correct and develop non-clinical aspects such as time management, organisation requirements, communication skills, complexity of the task at hand and other factors supporting the provision of services and working within a team

A person under supervision may not require direct (immediate) and continuous personal interaction, but the method and frequency of supervision will be determined by the designated supervisor in the light of factors outlined above

Facility information management system may include:

- Picture Archiving and Communication System (PACS)
- Radiation Information System (RIS)
- Hospital Information System (HIS)
- Electronic or paper-based systems

Communicate with relevant stakeholders may include:

- Telephone contacts with wards:
 - the day before
 - on the day
- Telephone contact with the client

RANGE STATEMENT

Relevant medical imaging professional may include:

- Radiographer
- Radiologist
- Sonographer
- Radiology registrar
- Medical imaging nurse

Referral sources may include:

- Medical practitioner
- Allied health practitioner (i.e. podiatrist, chiropractor or physiotherapist)
- Dentist
- Nurse practitioner

Client information requirements may include:

- Previous medical images
- Previous reports
- Printing films
- Copying medical images to CD or other electronic media
- Process CR cassettes after identification by the medical imaging professional

Preliminary interview may include:

- Check correct client
- Review preliminary preparation (e.g. diet)

Special needs of clients may include:

- Requirement for hoist
- Requirement for interpreter
- Challenging behaviour
- Anxious clients

Additional preparations according to instructions of a medical imaging professional may include:

- Provision of water for ultrasound
- Provision of oral contrasts for CT

RANGE STATEMENT

Radiation protection principles may include

- A hierarchy of measures including:
 - avoidance of exposure, where practicable
 - adoption of safe work practices (e.g. closing doors)
 - where other means of controlling exposure are not practicable, the use of personal protective equipment
- Awareness of 'controlled' or 'supervised' areas with appropriate working rules

Personal protective equipment in a medical imaging environment may include:

- Personal radiation monitor and dosimeter
- Lead/rubber apron
- Lead thyroid apron
- Lead gloves
- Face shielding
- Gloves and gowns

Unit Sector(s)

Not Applicable