



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH313B Distribute pharmaceutical products in a health setting

Release: 1

HLTPH313B Distribute pharmaceutical products in a health setting

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to distribute pharmaceutical products according to standard operating procedures (SOPs) and good pharmacy practice, good wholesaling practice and legal requirements

Application of the Unit

Application

The application of knowledge and skills takes place around standards, guidelines, policies and procedures and under the supervision of a qualified person

Individuals may take responsibility for their own outputs

Work performed requires a range of well developed skills where some discretion and judgement is required

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. Select and pack product order | 1.1 Select <i>products</i> according to <i>order</i> requirements |
| | 1.2 Pack products to minimise breakages and to maintain temperature, security and safety requirements |
| | 1.3 Comply with safe packaging procedures for hazardous products |
| | 1.4 Comply with correct packaging procedures to maintain integrity, cold chain and security |
| | 1.5 Complete all <i>data entry requirements</i> associated with processing orders |
| | 1.6 Check labelling, specific handling instructions and delivery information for accuracy in line with identified requirements |
| | 1.7 Check order for completion |
| | 1.8 Check packaging is according to instructions |

ELEMENT**PERFORMANCE CRITERIA****2. Dispatch product orders**

- 2.1 Dispatch products accurately and in a timely manner
- 2.2 Maintain security of delivery information
- 2.3 Check route sheets and other delivery documentation for accuracy and follow requirements
- 2.4 Implement security procedures to ensure the integrity of delivered goods
- 2.5 Implement packaging and handling procedures that comply with standard operating procedures
- 2.6 Check for cold chain maintenance and breakage avoidance
- 2.7 Complete medicine registers, where required
- 2.8 Complete other *documentation* as required

3. Handle returned stock

- 3.1 Obtain authorisation to receive returned goods
- 3.2 Apply organisation procedures for receiving returned products
- 3.3 Inspect returned products and place in *designated area*
- 3.4 Ensure safety and security of returned goods in the designated area
- 3.5 Minimise the risk of accidental contamination of returned products
- 3.6 Complete inspection documentation accurately and forward for authorisation
- 3.7 Maintain accurate records and complete credit process in a timely manner
- 3.8 Dispose of returned products according to instructions from an authorised person

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:

- Appropriate methods of disposal of unwanted pharmaceutical products and outdated stock
- Basic hygiene and the importance of maintaining a clean working environment and equipment
- Hospital or health facility in-house computer system
- Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Identification and handling of products, including
 - formulary drugs and non-formulary drugs eg clinical trial drugs and special access scheme drugs
 - products with the required integrity as well as those whose integrity has been compromised eg damaged, contaminated or deteriorated stock
 - routine handling of products and products requiring special handling, eg cytotoxics and its spill management, refrigerated and frozen items, light sensitive materials and flammables
- Input and access of data relevant to stock control
- Knowledge of and the rationale for applicable legislation, organisation policy and in-house standard operating procedures (SOPs), relating to the distribution of pharmaceutical products
- OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Packaging and transport specifications for various products
- Principles and procedures of stock control and maintenance
- Principles and procedures of maintaining security of pharmaceutical products
- Procedures for dealing with returned goods
- Relevant reference material

REQUIRED SKILLS AND KNOWLEDGE

- Sources to determine legitimate receivers of stock
- Storage requirements and rationale for different types of product
- Storage requirements and the rationale for different types of products

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and in-house operating procedures (SOPs)
- Work in a safe manner
- Distribute stock accurately and efficiently according to organisation policies and procedures
- Refer issues identified outside scope of practice to the authorised person

In addition, the candidate must be able 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 good distribution principles to prevent contamination or deterioration of the products, damage to packs or confusion of products
- Communicate and interact appropriately with colleagues, health care practitioners and clients
- Comply with organisation procurement policies and procedures
- Ensure optimal usage of stock prior to expiry date
- Enter and access data on pharmacy computer system
- Maintain stock security
- Maintain stock control documentation
- Monitor the quality of stock and storage conditions, including temperature, light, humidity, pest control and stock organisation
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use literacy, numeracy and oral communication skills required to fulfil the position in a safe manner as specified by the health care facility
- Use problem solving skills
- Use available resources and prioritise workload

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
- Observation of workplace performance is essential for assessment of this unit
- 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

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
Acceptable simulation requires:
 - Scope to determine that work is conducted within legislative and regulatory requirements
 - Scope to determine that work is conducted within OHS and infection control requirements
- Resources essential for assessment include:
 - Access to relevant workplace or appropriately simulated environment where assessment can take place
 - Relevant legislation, regulations and guidelines
 - Packaging and labelling resources
 - Order information system

EVIDENCE GUIDE

Method of assessment may include:

- Observation in the work place (if possible)
- Written assignments/projects, eg for fundamentals of microbiology and principles of cleaning and disinfection
- Interviewing and questioning
- Formal appraisal systems
- Supporting statement of supervisor(s)

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

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

Products may include:

- Formulary drugs and non-formulary drugs eg clinical trial drugs and special access scheme drugs
- Products with the required integrity as well as those whose integrity have been compromised eg damaged, contaminated or deteriorated
- Routine handling products and products requiring special handling eg cytotoxics and its spill management, refrigerated and frozen items, light sensitive material and flammables

Sources of orders may include:

- Hospitals
- Pharmacies
- Clinics

Stock ordering may include:

- Written orders
- Verbal orders
- Electronic orders

Data entry requirements include:

- Enter transaction into pharmacy computer system
- Generate packing slip and include in package
- Label clearly, including specific handling instructions

Documentation recording may include:

- Manually
- Using computer based system
- In print form
- In an electronic system

Storage requirements may include:

- Correct temperature
- Humidity
- Light
- Pest control
- Secured
- Cold chain
- Ventilated
- Ambient
- Isolated
- Correct storage of hazardous substances

Unit Sector(s)

Not Applicable