



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH314B Assist with basic dispensing of prescriptions

Release: 1

HLTPH314B Assist with basic dispensing of prescriptions

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to assist with the preparation of prescriptions according to legal and good pharmacy practice 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. Accept prescription for dispensing

- 1.1 Collect *prescription* and confirm client details
- 1.2 Identify the prescriber and area initiating the order for the purpose of costing and computer entry
- 1.3 Confirm the *legality, validity and completeness of the prescription*
- 1.4 Report discrepancies to pharmacist
- 1.5 Determine cost of medication and provide appropriate information to client
- 1.6 Advise client of any foreseen difficulty in filling the prescription
- 1.7 Advise client of approximate waiting time and collection arrangements
- 1.8 Accept payment and issue receipt

2. Ensure clinical evaluation of prescription by pharmacist

- 2.1 Refer prescription to pharmacist for clinical evaluation
- 2.2 Confirm pharmacist's clinical evaluation before filling the prescription
- 2.3 Complete any special documentation

ELEMENT**PERFORMANCE CRITERIA****3. Prepare labels according to legal requirements**

- 3.1 Prepare prescription *labels* to meet legal and regulatory requirements
- 3.2 Identify procedures to deal with contraventions of law
- 3.3 Check information on labels for accuracy, according to the prescription requirements
- 3.4 Check that information on labels is neat, clear, easily understood and in line with legal requirements
- 3.5 Add appropriate cautionary and advisory labels (either incorporated into label or attached separately)

4. Enter data in to dispensing computer

- 4.1 Enter dispensing data accurately into pharmacy computer system
- 4.2 Use barcode technology for the dispensing process in line with local Pharmacy Board guidelines
- 4.3 Check accuracy of data entered against information from prescription and labels

5. Calculate prescription quantities

- 5.1 *Calculate quantities* of each item according to the prescription
- 5.2 Annotate the prescription
- 5.3 *Refer prescription to pharmacist* if uncertain about prescription details or prescribed quantity

ELEMENT**PERFORMANCE CRITERIA**

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|--|---|
| 6. Assemble prescription items according to good dispensing practice | 6.1 Select prescribed products in the desired <i>form</i> in line with local Pharmacy Board guidelines and the Pharmaceutical Defence Ltd guidelines for good dispensing practice |
| | 6.2 Package correct quantity into a <i>suitable container</i> |
| | 6.3 Attach correct label (and ancillary label if applicable) to container |
| | 6.4 Check packed item for accuracy |
| | 6.5 Check visibility of expiry date |
| | 6.6 Annotate prescription with the quantity supplied, signature and date |
| | 6.7 Assemble items for an easy and complete check by the pharmacist |
| 7. Finalise prescription and documentation | 7.1 Verify that prescription is checked and signed by the pharmacist |
| | 7.2 Complete documentation in accordance with organisation policies and procedures |
| | 7.3 Record relevant information and statistics according to organisation policies and procedures |

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 medicines including short and outdated stock
- Basic hygiene and the importance of maintaining a clean working environment and equipment
- Charging for pharmaceuticals eg organisation policy and the Pharmaceutical Benefits Scheme
- Common proprietary and generic names
- Drug forms, dose, strength and quantity
- Hospital or health facility in-house computer system
- 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 of handling products and products requiring special handling, eg cytotoxics and its spill management, refrigerated and frozen items, light sensitive materials and flammables
- Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Knowledge of and the rationale for applicable legislation, organisation policy and in-house standard operating procedures (SOPs), relating to prescription preparation
- Legal requirements and principles of pharmaceutical product labelling eg product name, batch numbering and expiry date
- Medicine administration and use and effect on basic human physiology
- OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy

REQUIRED SKILLS AND KNOWLEDGE

- Personal hygiene and the use of protective clothing
- Prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines
- Principles and procedures of maintaining security of pharmaceutical products
- Principles and range of storage requirements for pharmaceutical products
- Principles of calculations, weights and measures
- Procedures and rationale for validating prescriptions

continued ...

Essential knowledge (contd):

- Procedures for dealing with returned goods
- Procedures to follow regarding dispensing of controlled drugs
- Procedures for dealing with drug alerts and company recalls
- Processes for reconstitution of products
- Properties of container types and principles of selection for use
- Relevant reference material
- Requirements to be satisfied for a complete, unambiguous and valid prescription and actions to take if validity is questionable
- Types of prescriptions and their use

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assist pharmacist effectively in the preparation of prescription requirements
- Follow instructions and complete tasks accurately and efficiently
- Refer issues identified outside scope of practice to the appropriate person
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and in-house operating procedures (SOPs)
- Work in a safe manner

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 checking processes through out dispensing procedure
- Communicate and interact appropriately with colleagues, health care practitioners and clients
- Create labels which are legal, clearly readable, with instructions expressed in simple

REQUIRED SKILLS AND KNOWLEDGE

language, including all information specified by the prescriber

- Demonstrate safe dispensing practices
- Enter and access data on pharmacy computer system
- Identify discrepancies/deviations and refer to the authorised person
- Identify drugs by generic and proprietary names, or readily access the information
- Identify and select correct product with reference to form, dose, strength, brand and quantity
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use measuring devices appropriately
- Use ancillary and cautionary labels and explanatory statements and directions as specified by most recent Australian Pharmaceutical Formulary (APF)
- Use time management strategies to set priorities
- 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

EVIDENCE GUIDE

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
 - Relevant policies (Good Practice requirements)
 - Weighing and measuring equipment and instructions

Method of assessment may include:

- Observation in the work place
- Written assignments/projects
- Interviewing and questioning
- Formal appraisal systems
- Supporting statement of supervisor(s)

EVIDENCE GUIDE

- 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.

Storage and location requirements may include but is not limited to:

- Sequential positioning along shelves
- Alphabetical arrangements
- Controlled substances under specific storage conditions
- Refrigeration

RANGE STATEMENT

Prescription validity may include but is not limited to:

- Written in ink or computer generated (must have handwritten signature)
- Life of prescription according to legislative requirements
- Adequate written instructions on the dosage regimen
- Complete client details

Prescriptions may be for:

- Inpatients
- Outpatients
- Extemporaneous preparations that do not have a fixed formulae, for specific clients, need to be mixed and provided eg dermatological preparation, paediatric formulations

Prescription information may include:

- Handwritten
- Electronically generated
- Include an order by a pharmacist

Label presentation may include:

- Typed
- Written
- Electronically generated

Medication form and related abbreviations may include but are not limited to:

- Tablet - Tab
- Capsule - Cap
- Suspension - Susp
- Drops - Gutt
- Cream - Cr

Means of calculation may include:

- Using SI system in particular weights, volumes, percentages, weight in weight, weight in volume, volume in volume, volume in weight, parts per million, millimoles, body surface and body weight

RANGE STATEMENT

Prescription discrepancies and/or situations requiring additional assistance may include but are not limited to:

- Incomplete or incorrect prescriber and/or client details
- Prescription out of date
- Prescriptions marked "cancelled" or otherwise such as to indicate that it has been dispensed and completed
- Prescriptions for a narcotic written by the prescriber for self treatment
- Questionable dosages and administration method for commonly used drugs
- Request for excessive quantities

Suitable containers may include:

- Boxes
- Bottles
- Cartons

Unit Sector(s)

Not Applicable