



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH316A Assist with dispensing of prescriptions and medication orders

Release: 1

HLTPH316A Assist with dispensing of prescriptions and medication orders

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTPH314B Assist with basic dispensing of prescriptions	HLTPH316A Assist with dispensing of prescriptions and medication orders	Unit updated in V5 Competency outcome changed to include additional essential knowledge from unit HLTPH301C

Unit Descriptor

This unit of competency describes the skills and knowledge required to assist with the preparation of prescriptions and medication orders according to legal and good pharmacy practice requirements

Application of the Unit

The application of knowledge and skills takes place around standards, guidelines / legislation, organisation 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

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

- | | |
|--|--|
| 1) Accept <i>prescription / medication order for dispensing</i> | <ul style="list-style-type: none">1.1 Receive prescription / medication order and confirm <i>client details</i>1.2 Identify the prescriber and source initiating the prescription / medication order for the purpose of costing and computer entry1.3 Confirm the <i>legality, validity and completeness of the prescription / medication order</i>1.4 <i>Report discrepancies to pharmacist</i>1.5 <i>Provide information to client</i> |
| 2) Ensure clinical evaluation of prescription / medication order by pharmacist | <ul style="list-style-type: none">2.1 Refer prescription / medication order to pharmacist for clinical evaluation2.2 Confirm pharmacist has completed a clinical evaluation before filling the prescription / medication order2.3 Complete documentation required prior to dispensing |
| 3) Prepare for labelling of medicines | <ul style="list-style-type: none">3.1 Enter dispensing data into computer3.2 Check accuracy of data entered against information from medication order3.3 <i>Generate medicine labels</i> to meet legal and regulatory requirements3.4 Follow procedures to deal with contraventions of law3.5 Check information on labels for accuracy, according to the prescription / medication order requirements3.6 Check that information on labels is neat, clear, easily understood, and in line with legal requirements3.7 <i>Prepare cautionary and advisory labels</i> in accordance with legal requirements3.8 Alert pharmacists of any relevant drug interactions warnings from the dispensary program |
| 4) Assemble items | <ul style="list-style-type: none">4.1 Refer prescription / medication order to pharmacist if uncertain about prescription / medication |

order details or prescribed quantity

4.2 Calculate quantities of each item according to the prescription / medication order

4.3 Select prescribed products

4.4 Package correct quantity into a suitable container

4.5 Attach correct label/s to container

4.6 Use barcode technology for the dispensing process in line with Pharmacy Board of Australia Guidelines

4.7 Check packed item for accuracy and visibility of expiry date

4.8 Annotate order with the quantity supplied, signature and date

4.9 Assemble items for an easy and complete check by the pharmacist

5) Finalise dispensing of medicine

5.1 Verify that prescription / medication order is checked and signed by the pharmacist

5.2 Complete documentation

5.3 Record relevant information and statistics

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:

- Awareness of indemnity issues in relation to Commonwealth/State regulatory and legislative requirements
- Dispensing procedures
 - accepted self-checking processes when dispensing medicines to ensure accuracy of own work
 - charging for pharmaceuticals e.g. organisation policy and the Pharmaceutical Benefits Scheme
 - legal requirements and principles of pharmaceutical product labelling e.g. product name, batch numbering and expiry date
 - prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines
 - principles of calculations, weights and measures using Standards International (SI) system
 - procedures and rationale for validating orders
 - processes for reconstitution of products
 - properties of container types and principles of selection for use
 - requirements to be satisfied for a complete, unambiguous and valid prescription / medication order and actions to take if validity is questionable
 - specific requirements for dispensing controlled medicines
- Identification and handling of products, including
 - formulary medicines and non-formulary medicines e.g. clinical trial medicines and Special Access Scheme medicines
 - products with the required integrity as well as those whose integrity has been compromised e.g. damaged, contaminated or deteriorated stock
 - routine of handling products and products requiring special handling, e.g. cytotoxics and their spill management, refrigerated and frozen items, light sensitive materials and flammables
- Infection control principles and their relevance to dispensing medicines including:
 - maintaining a clean working environment and equipment
 - personal hygiene and the use of protective clothing
- Knowledge of and the rationale for applicable legislation, organisation policy and in-house standard operating procedures (SOPs), relating to prescription preparation

This describes the essential skills and knowledge and their level required for this unit.

- Knowledge of the legal responsibilities of providers of health care in relation to confidentiality, client rights, duty of care and implications of negligence
- Limitations of own work role including identification and referring of issues outside scope of practice to the authorised person
- Work Health and Safety (WHS) policies, guidelines and symbols and their relevance to dispensing medicines
- Pharmaceutical products
 - administration, and use and effect on human physiology
 - common proprietary and generic names
 - drug forms, dose, strength and quantity
 - principles and procedures for maintaining their security
 - principles and range of storage requirements
- Pharmacy Board of Australia Pharmacy Guidelines for dispensing medicines
- Pharmacy or health facility in-house computer system
- Principles and practices of ethical and professional codes of conduct
- Standard pharmaceutical references including Australian Pharmaceutical Formulary (APF), MIMs, AMH and Micromedex
- Types of prescriptions / medication orders and their use
- Understand the difference between generic drug and trade name(s) of medicines

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assist pharmacist in the accurate preparation of prescription / medication order requirements
- Follow instructions and complete tasks accurately and efficiently
- Identify issues outside scope of practice and refer to the authorised person
- Work in accordance with relevant work health and safety, and infection control guidelines
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and in-house standard operating procedures (SOPs) for dispensing of medication orders

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 accepted self-checking processes through out dispensing procedure to ensure accuracy of own work
- Communicate and interact effectively with colleagues, health care practitioners and

This describes the essential skills and knowledge and their level required for this unit.

clients

- Demonstrate safe dispensing practices including
 - calculate quantities of each item using Standards International (SI) system
 - create labels which are legal, clearly readable, with instructions expressed in simple language, including all information specified by the prescriber
 - identify and select correct product with reference to form, dose, strength, brand and quantity
 - identify discrepancies/deviations and refer to the authorised person
 - use ancillary and cautionary labels and explanatory statements and directions as specified by most recent APF
 - use measuring devices appropriately and correctly
- Enter and access dispensing data on pharmacy computer system
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use available resources and prioritise workload
- 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

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 closely 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 WHS and infection control requirements
- Resources essential for assessment include:
 - Access to relevant workplace or a simulated environment where assessment can take place
 - Relevant legislation, regulations and guidelines
 - Relevant policies (Good Practice requirements)
 - Weighing and measuring equipment and instructions

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.

Method of assessment may include:

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

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

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.

- Prescription / medication order for dispensing may be for:*
- Clients in residential care facilities
 - Community based clients
 - Extemporaneous preparations that do not have a fixed formulae, for specific clients, need to be mixed and provided e.g. dermatological preparation, paediatric formulations
 - Inpatients / hospitalised clients
- Client details may include:*
- Concession/pension number
 - Date of birth
 - Medicare number
 - Pharmaceutical benefit entitlement number e.g. safety net number
- Legality, validity and completeness of the medication order may include but is not limited to:*
- Adequate written instructions on the dosage regimen
 - Complete client details
 - Life of prescription / medication order according to legislative requirements
 - Written in ink, computer generated, transmitted by facsimile or electronically transmitted scanned order
- Report discrepancies to pharmacist may include but are not limited to:*
- Incomplete or incorrect prescriber and/or client details
 - Prescriptions for a narcotic written by the prescriber for self treatment
 - Prescription / medication order marked "cancelled" or otherwise such as to indicate that it has been dispensed and completed
 - Prescription / medication order out of date
 - Questionable dosages and administration method for commonly used medicines
 - Request for excessive quantities
- Provide information to client may include:*
- Any foreseen difficulty in filling the prescription/ medication order
 - The approximate waiting time and collection arrangements
 - The determined cost of the medicines

Generate prescription labels may include:

- Electronically
- Typed
- Written

Prepare cautionary and advisory labels include those:

- Attached separately
- Incorporated into label

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.