



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH411A Provide assistance in dispensary administration

Release: 1

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Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTPH414B Assist in dispensary administration	HLTPH411A Provide assistance in dispensary administration	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 administration of dispensary requirements, applying knowledge of dispensing and dispensary information requirements

Application of the Unit

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

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) Perform dispensing administration tasks | <ul style="list-style-type: none">1.1 Complete tasks using <i>dispensary administrative systems</i>1.2 Confirm <i>accuracy of client details</i> and dispensing data entered1.3 Confirm approval or authority numbers for medicines requiring approval1.4 Create and maintain <i>client medication profile</i> for clients using prescription, pharmacist only medicines and/or other medications |
| 2) <i>Maintain dispensary information</i> | <ul style="list-style-type: none">2.1 Update dispensary system information as required2.2 Back up dispensary system information to ensure secure data2.3 Extract clinical and financial data required for reporting and claiming systems2.4 Inform relevant pharmacist of changes to the data stored in the dispensary information system2.5 Maintain confidentiality of dispensary information |
| 3) <i>Process pharmaceutical benefit claims</i> | <ul style="list-style-type: none">3.1 Collate prescriptions for pharmaceutical benefit claims3.2 Confirm <i>prescription details</i> for claiming purpose3.3 Submit pharmaceutical claims to authority3.4 Maintain records for claims submission3.5 Issue and update pharmaceutical entitlement to client3.6 Issue <i>pharmaceutical benefit documents</i> to client |

Required Skills and Knowledge

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

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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:

- Current reference material for dispensing medicines
- Dispensing procedures:
 - accepted self-checking processes when dispensing medications to ensure accuracy of own work
 - charging for pharmaceuticals e.g. organisation policy and the Pharmaceutical Benefits Scheme
 - 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 medication orders
 - processes for reconstitution of products
 - properties of container types and principles of selection for use
 - 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 (SAS) medicines
 - products with the required integrity as well as those whose integrity has been compromised e.g. damaged, contaminated or deteriorated stock
 - routine handling of 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
- Labelling:
 - requirements for different types of medicine orders and their different labelling requirements, including inpatient items, outpatient, and PBS and Section 100 prescriptions
 - legal requirements
 - principles of labelling pharmaceutical products e.g. product name, batch numbering

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

and expiry date

- Limitations of own work role including:
 - identification and referring of issues outside scope of practice to the authorised person
 - awareness of circumstances/situations where referral to a pharmacist is necessary
- Work Health and Safety (WHS) policies, guidelines and symbols and their relevance to dispensing medicines
- Pharmacy dispensary systems
- Pharmaceutical Benefit Scheme (PBS):
 - Schedule of Pharmaceutical Benefit Scheme
 - Process for Pharmaceutical Benefit Authority items including streamline authority, phone authority and written authority.
 - Process for High Specialised Drugs
- Pharmaceutical products:
 - administration, and use and effect on human physiology
 - common proprietary and generic names
 - drug forms, dose, strength and quantity
 - factors affecting the administration of medicines and pharmacokinetics
 - prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines
 - principles and procedures of maintaining their security
 - principles and range of storage requirements
 - procedures for dealing with returned goods
 - scheduling of medicines and their different dispensing/ handling/recording requirement, including schedule 8 medicines
- Pharmacy Board of Australia Pharmacy Guidelines for dispensing medicines
- Pharmacy or health facility in-house computer system
- Policies, standards and guidelines, industry codes of practice, legislative and regulatory requirements in regards to performing dispensary administrative tasks
- Prescriptions / medication orders:
 - requirements to be satisfied for a complete, unambiguous and valid prescription / medication order and actions to take if validity is questionable
 - types of prescriptions / medication orders and their use
- Principles and practices of ethical and professional codes of conduct
- Understand the difference between generic drug and trade name(s) of medicines

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

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assist pharmacist in the accurate preparation of 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 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 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
 - identify medicines by generic and proprietary names, or readily access the information
 - use ancillary and cautionary labels and explanatory statements and directions as specified by most recent Australian Pharmaceutical Formulary (APF)
 - use measuring devices correctly
- Prepare and process information regarding dispensary administration including PBS and Section 100 claims
- Source, extract, record and disseminate dispensary administration information (clinical and financial)
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use available resources and prioritise workload

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

- Use dispensary information technology system
- 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

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.

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 appropriately simulated environment where assessment can take place
 - Relevant legislation, regulations and guidelines
 - Relevant policies
 - Weighing and measuring equipment and instructions

Method of assessment may include:

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

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.

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.

Dispensary administrative systems may include:

- Pharmacy dispensary hardware system:
 - keyboard, screen, printers, modem, scanners
 - main hard drive, associated floppy and/or CD / DVD / USB drives
 - various controller boards for peripheral devices
- Pharmacy dispensary software system:
 - customer, supplier, stock, and medicine usage databases
 - proprietary software
 - spreadsheets, word processing, accounting packages

Accuracy of client details may include but is not limited to:

- Allergies, medical conditions and other medications taken
- Concessional/entitlement numbers and categories eg pension
- Medicare numbers and individual healthcare identifiers
- Name, current address, date of birth
- Name of client's doctor
- Ward / clinic / business activity cost centre

Client medication profile may include:

- Allergies or history of adverse drug reaction
- Any known and relevant lifestyle factors e.g. history of drug dependency, use of non-pharmacy health care services or therapies
- Any known chronic medical conditions or incapacities
- Approximate weight and height of the patient
- Authority numbers
- Date of birth
- Other medications including over the counter (OTC), complementary products, prescription etc.
- Restricted medicine approvals
- S100 status
- SAS approvals

Maintain dispensary information may include but is not limited to:

- Backing up system and maintaining security – daily, weekly and system backups
- Financial management reports – number and value of medicines / products supplied / dispensed
- Maintaining dispensing/prescription records
- Maintaining medication/drug records
- Maintaining prescriber records
- Maintaining supply of cautionary and advisory information ready for use
- Management accounting – customer accounts
- Medicare Australia / government claims
- Medicine usage reports
- Printing consumer product information
- Stock control reports
- Updating patient records – demographic details, entitlement numbers

Prescription details may include:

- Authority number including streamline authority
- Date of prescription
- Evidence of receipt by patient or agent
- Medicare number
- Pharmaceutical benefit code
- Pharmaceutical benefit entitlement number
- Prescriber name and number

Pharmaceutical benefit documents may include :

- Medicare reimbursement form
- Pharmaceutical benefit entitlement card
- Pharmaceutical benefit record form
- Pharmaceutical tax receipt

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.