



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH414B Assist in dispensary administration

Release: 1

HLTPH414B Assist in dispensary administration

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to assist with the administration of dispensary requirements, using knowledge of more advanced aspects of dispensing and dispensary information 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

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTPH314B Assist with basic dispensing of prescriptions

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. Apply basic drug knowledge

- 1.1 Work with an understanding of the *major drug groups*
- 1.2 Work with a basic understanding of drugs in each group and their expected effects, including adverse effects
- 1.3 Work with an understanding of drug-drug interactions and incompatibilities
- 1.4 *Store and locate drugs* according to legal and product specific requirements
- 1.5 Use common medication form abbreviations

ELEMENT**PERFORMANCE CRITERIA****2. Perform dispensing administration tasks**

- 2.1 Complete tasks using dispensary administrative systems according to organisation procedures, regulatory requirements and legislation
- 2.2 Use barcode technology for the dispensing process in line with local Pharmacy Board guidelines
- 2.3 Enter dispensing data accurately into dispensary information system in accordance with Commonwealth, State and/or Territory legislation
- 2.4 Confirm accuracy of client details and dispensing data entered
- 2.5 Confirm approval or authority numbers for medicines requiring approval
- 2.6 Create and maintain client medication profile for clients using prescription, pharmacist only medicines and/or other medications

3. Maintain dispensary information

- 3.1 Update dispensary system information as required
- 3.2 Back up dispensary system information to ensure secure data, and according to organisation protocols
- 3.3 Extract data (clinical and financial) required for reporting and claiming systems
- 3.4 Inform relevant pharmacist of changes to the data stored in the dispensary information system
- 3.5 Confidentiality of dispensary information is maintained

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:

- Awareness of circumstances/situations where referral to a pharmacist is necessary
- Basic understanding of different drug groups, including
 - analgesics and anti-inflammatory agents
 - anti-coagulants
 - anti-depressants
 - anti-diabetic agents
 - anti-epileptics
 - anti-gout agents
 - anti-histamines
 - anti-hypertensives
 - anxiolytics and hypnotics
 - asthma treating agents
 - cholesterol and lip lowering agents
 - corticosteroids
 - diuretics
 - gastro-intestinal agents
 - heart preparations
 - hormonal preparations
 - osteoporosis preparations
 - viral and anti-bacterial agents, anti-fungals or antibiotics
- Basic understanding of the following factors affecting drug groups:
 - blood pressure
 - breast feeding
 - geriatric

REQUIRED SKILLS AND KNOWLEDGE

- paediatric
- pregnancy
- Basic understanding of the following terms:
 - bioavailability
 - bioequivalence
 - drug absorption
 - drug distribution
 - drug elimination
 - drug half-life
 - drug metabolism
- Basic understanding of drug-drug interactions and incompatibilities
- Charging for pharmaceuticals eg organisation policy and the Pharmaceutical Benefits Scheme

continued ...

Essential knowledge (contd):

- Different types of medication orders and their different labelling requirements, including:
 - inpatient items
 - outpatient
 - PBS and Section 100 prescriptions
- Dosages and administration methods for commonly used drugs
- Drug schedules and their different dispensing/ handling/recording requirement, including schedule 8 drugs
- Factors affecting the administration of drugs and pharmacokinetics
- Hygiene and the importance of maintaining a clean working environment and equipment
- 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
- Personal hygiene and the use of protective clothing
- Pharmacy dispensary systems
- Policies, standards and guidelines, industry codes of practice, legislative and regulatory requirements in regards to performing dispensary administrative tasks
- Prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines

REQUIRED SKILLS AND KNOWLEDGE

- Principles and procedures of maintaining security of pharmaceutical products
- Principles of calculations, weights and measures and knowledge of pharmaceutical calculations using SI system
- Procedures and rationale for validating prescriptions
- Rationale for applicable legislation, organisation policy and in-house standard operating procedures (SOPs), relating to prescription preparation
- Requirements to be satisfied for a complete, unambiguous and valid prescription and actions to take if validity is questionable
- Hospital or health facility in-house computer system
- Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Procedures for dealing with returned goods
- Relevant reference material

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 a safe manner
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and in-house operating procedures (SOPs)

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:

- Communicate and interact appropriately with colleagues, health care practitioners and clients
- Identify and select correct product with reference to form, dose, strength, brand and quantity
- Identify discrepancies/deviations and refer to the authorised person
- Identify drugs by generic and proprietary names, or readily access the information
- Prepare and process information regarding dispensary administration including PBS and Section 100 claims
- Source, extract, record and disseminate dispensary administration information (clinical and financial)

REQUIRED SKILLS AND KNOWLEDGE

- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use available resources and prioritise workload
- 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

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
- 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

Method of assessment may include:

- Observation in the work place
- Written assignments/projects
- 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.

- Major drug groups must include:*
- Analgesics and anti-inflammatory agents
 - Viral and anti-bacterial agents, anti-fungals or antibiotics
 - Anti-coagulants
 - Anti-depressants
 - Anxiolytics and hypnotics
 - Anti-diabetic agents
 - Anti-epileptics
 - Anti-gout agents
 - Corticosteroids
 - Diuretics
 - Gastro-intestinal agents
 - Anti-histamines
 - Cholesterol and lip lowering agents
 - Asthma treating agents
 - Hormonal preparations
 - Heart preparations
 - Anti-hypertensives
 - Osteoporosis preparations

- 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

RANGE STATEMENT

Prescription information may include:

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

Medication form and related abbreviations include:

- Commonly used abbreviations for dispensing instructions, routes of administration as per Australian Pharmaceutical Formulary abbreviations

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 medicines restricted in their availability including hospital specific restrictions, PBS authority and Section 100
- Prescriptions for a narcotic written by the prescriber for self treatment
- Questionable dosages and administration method for commonly used drugs
- Request for excessive quantities

Regulatory and legislative requirements for each State and Territory may include:

- Consumer Law, Environmental Law, Occupational Safety, Health and Welfare Law specific to Local Government, State and Federal Legislation
- The Pharmacy/Pharmacists Act and related regulations
- Drugs, Poisons and Controlled Substances/Poisons Act and related regulations
- Therapeutic Goods Act
- Health Act and related regulations
- Privacy legislation
- Pharmaceutical Benefit Scheme (S85, S100)

RANGE STATEMENT

Standards may include:

- Pharmacy Board Guidelines and/or directives
- SHPA standard of practice
- SHPA code of conduct/ethics
- Pharmaceutical Society of Australia's Professional Practice Standards

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

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

Client medication profile may include:

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

RANGE STATEMENT

Dispensary administrative systems and associated technology may include:

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

Dispensary administrative computerised tasks may include but are not limited to:

- Updating patient records - demographic details, entitlement numbers
- Maintaining prescriber records
- Maintaining medication/drug records
- Maintaining dispensing/prescription records
- Maintaining supply of cautionary and advisory information ready for use
- Financial management reports - number and value of prescriptions dispensed
- Drug usage reports
- Stock control reports
- Pharmaceutical Benefits Scheme claims
- S100 claims
- Government claims
- Management accounting - customer accounts
- Backing up system and maintaining security - daily, weekly and system backups
- Printing consumer product information

Unit Sector(s)

Not Applicable