



Australian Government

SIRCDIS001 Assist customers with prescriptions

Release: 1

SIRCDIS001 Assist customers with prescriptions

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to collect and verify customer prescription information; lodge scripts for dispensing; and return dispensed prescription items to customers on behalf of the dispensing pharmacist.

This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying prescribed medications they work under the direct supervision of a pharmacist.

This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.

Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Competency Field

Dispensary

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Verify prescription and customer details.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Follow organisational procedures for supplying prescription medicines throughout customer transaction.
- 1.2. Approach customer in a timely manner and accept prescriptions.
- 1.3. Check customer prescriptions for currency.
- 1.4. Confirm details of customer name, address, entitlements and

- age as appropriate.
- 1.5. Respect privacy and confidentiality of customer information.
2. Confirm customer prescription needs.
- 2.1. Identify and confirm items to be dispensed.
- 2.2. Provide brand substitution information according to organisational procedures, determine customer preference and obtain consent.
- 2.3. Recognise and refer prescription discrepancies and other situations to supervisor or pharmacist.
- 2.4. Advise customers of expected prescription preparation and delivery time.
- 2.5. Accurately record customer information for dispensing and lodge verified prescriptions.
3. Return prescribed medicines to customers.
- 3.1. Verify pharmacist has checked dispensed prescription items and check for correct medicines and quantities against prescription.
- 3.2. Verify correctness of dispensed items with customer and ensure customer or agent signs and dates prescription as confirmation of receipt.
- 3.3. Read and pass on messages from pharmacist and use questioning to confirm customer understanding.
- 3.4. Recognise customer need for additional assistance or therapeutic advice and refer to pharmacist.
- 3.5. Supply dispensed medicines in appropriate packaging.
- 3.6. Provide information on companion products required to effectively use medicines.
- 3.7. Retain filled prescriptions in nominated secure area.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRCDIS001 Assist customers with prescriptions

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and across a forty hour work period:

- accept and process Pharmaceutical Benefits Scheme (PBS) and other prescriptions and return dispensed medicines to customers
- identify and interpret customer information and dispensing requirements for each of the following customer types:
 - agents acting on behalf of customers
 - concessional customers
 - customers without Medicare card
 - general customers
 - Repatriation Pharmaceutical Benefits Scheme (RPBS) customers.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- role boundaries and responsibilities of pharmacy and dispensary assistants when accepting prescriptions and returning dispensed medicines to customers
- primary content of Pharmaceutical Benefits Scheme (PBS) and Medicare Australia system benefit rules:
 - customer eligibility and access
 - payments for general customers (without concessional cards) and concessional customers
 - supplying repeat prescriptions
- organisational procedures for supplying prescription medicines:
 - accepting and delivering dispensed prescriptions; checking and documentation requirements
 - triggers for referral to supervisor or pharmacist
 - offering brand substitution
 - collecting and supplying information to an agent acting on behalf of a customer
 - maintaining privacy and confidentiality of customer information
 - filing dispensed prescriptions
- privacy and confidentiality principles relevant to prescription transactions with customers

- basic aspects of this range of prescription types:
 - Pharmaceutical Benefits Scheme (PBS):
 - authority
 - concession
 - general
 - private
 - Repatriation Pharmaceutical Benefits Scheme (RPBS)
- types of providers that can issue
- legal and valid format of prescriptions and required content
- types of prescription discrepancies and how to respond:
 - incomplete or incorrect prescriber or customer details
 - out-of-date prescriptions
 - cancelled, dispensed and completed prescriptions
 - forged or altered information
 - written by prescriber for self-treatment
 - requests for excessive quantities
- brand substitution information:
 - product costing policy reflecting brand price premiums and therapeutic premiums
 - meaning of the term 'bio-equivalent' products as defined by the Therapeutic Goods Administration (TGA)
- different types of packaging for prescription medicines and reasons for use:
 - opaque packaging
 - paper bags.

Assessment Conditions

Skills must be demonstrated in a pharmacy with a designated front of pharmacy and operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.

Assessment must ensure use of:

- a diverse commercial product range of dispensed medicines
- dispensed medicines with attached:
 - cautionary and advisory medicine labels
 - customer medicine labels with directions for use
- a diverse range of real or fictitious, valid and fully completed prescription types:
 - Pharmaceutical Benefits Scheme (PBS):
 - authority
 - concession
 - general
 - private

- Repatriation Pharmaceutical Benefits Scheme (RPBS)
- different types of packaging for prescription medicines:
 - opaque packaging
 - paper bags
- current plain English guidelines issued by regulatory bodies covering Pharmaceutical Benefits Scheme (PBS) and Medicare Australia system benefit rules
- organisational procedures for supplying prescription medicines
- customers with whom the individual can interact
- pharmacists with whom the individual can interact.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

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