



Australian Government

SIRCDIS002 Deliver medicines to customers outside the pharmacy

Release: 1

SIRCDIS002 Deliver medicines to customers outside the pharmacy

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan for and deliver dispensed medications and other pharmacy products to the homes of community pharmacy customers.

This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying dispensed medications and other pharmacy products 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

Nil

Competency Field

Dispensary

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Confirm customer delivery requirements.

PERFORMANCE CRITERIA

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

- 1.1. Identify pharmacy products and prescription items for delivery.
- 1.2. Check and confirm customer delivery address, contact details and suitable delivery time.
- 1.3. Contact customer and confirm products expected, estimated delivery time, payment method and persons authorised to accept

- delivery.
- 1.4. Plan deliveries in a logical sequence for efficiency and optimum customer service.
 2. Prepare and plan prescription deliveries.
 - 2.1. Verify pharmacist has checked dispensed prescription items against customer order and included required information.
 - 2.2. Complete own check for correct medicines and quantities against prescription.
 - 2.3. Liaise with pharmacist to confirm method of providing customer advice.
 - 2.4. Prepare items for delivery to meet handling and storage requirements.
 - 2.5. Confirm delivery documentation is accurate and complete.
 - 2.6. Use navigation aids to plan most efficient delivery route.
 - 2.7. Schedule deliveries to suit requirements of pharmacy and customers.
 3. Deliver medicine to customers.
 - 3.1. Follow organisational procedures when delivering dispensed medicines and other products outside the pharmacy.
 - 3.2. Verify customer or agent identity and age when required.
 - 3.3. Verify correctness of delivered items with customer and ensure customer or agent signs and dates prescription and other delivery documents as confirmation of receipt.
 - 3.4. Arrange for pharmacist follow-up in situations requiring additional assistance or therapeutic advice.
 - 3.5. Receive, check and record payment using point-of-sale systems.
 - 3.6. Make alternative arrangements where delivery has failed.
 4. Reconcile delivered items and records.
 - 4.1. Reconcile medicines and other items collected for delivery with items distributed.
 - 4.2. Reconcile payment with value of items sold.
 - 4.3. Accurately complete delivery documentation and records.

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 SIRCDIS002 Deliver medicines to customers outside the pharmacy

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:

- deliver dispensed medicines and other products outside the pharmacy on five different occasions
- store, transport and package each of the following correctly for delivery:
 - products in different forms
 - products that are light sensitive
 - products that are heat sensitive
- deliver the following range of pharmacy medicines and products and complete required documentation:
 - Pharmacy Medicines (S2)
 - Pharmacist Only Medicines (S3)
 - Prescription Only Medicines (S4).

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 delivering medicines outside the pharmacy
- circumstances which require and trigger referral to a pharmacist
- organisational procedures for home delivery of dispensed prescriptions and products:
 - responding to unavailability of the customer or authorised agent to accept delivery
 - arranging for a pharmacist to provide follow-up therapeutic advice and information to the customer
 - protecting security of self, product and cash
 - responding to theft, loss or accident
 - receiving, processing and documenting payments
 - maintaining privacy and confidentiality of customer information
- navigation aids for route planning and their features
- privacy and confidentiality principles relevant to prescription and pharmacy product transactions with customers

- storage and transport conditions and packaging for a range of pharmacy medicines and products in these forms:
 - drops
 - liquids
 - ointments and creams
 - pessaries
 - suppositories
 - tablets and capsules
- formats for, use and contents of:
 - customer medicine labels with directions for use
 - order documents
 - delivery documents and schedules
- features and functions of community pharmacy point-of-sale software.

Assessment Conditions

Skills must be demonstrated between:

- a pharmacy with a designated operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations; AND
- delivery locations which may be real or simulated.

Assessment must ensure use of:

- information technology hardware and software
- dispensary point-of-sale software currently used by the community pharmacy industry
- online information systems
- a diverse commercial product range of dispensed:
 - Pharmacy Medicines (S2)
 - Pharmacist Only Medicines (S3)
 - Prescription Only Medicines (S4)
- dispensed medicines with attached:
 - cautionary and advisory medicine labels
 - customer medicine labels with directions for use
- packing materials and storage containers appropriate for different types of pharmacy medicines and products:
 - medicines of different forms
 - light sensitive items
 - heat sensitive items
- real or fictitious, valid and fully completed prescriptions
- order documents

- delivery documents and schedules
- maps or online navigation aids
- organisational procedures for home delivery of dispensed prescriptions and products
- customers with whom the individual can interact
- pharmacists with whom the individual can interact
- assessment activities that allow the individual to:
 - work with commercial speed, timing and productivity to:
 - process delivery documentation and schedule multiple deliveries for each service period
 - complete deliveries within nominated deadlines
 - plan delivery routes in a logical sequence to achieve efficient delivery outcomes.

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.

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