



Australian Government

SIRCHCS002 Supply and hire home health care aids and equipment

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop knowledge of home health-care aids and equipment and recommend, demonstrate, sell and hire appropriate aids. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Care Support

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop knowledge of home health-care aids and equipment.

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of current and accurate information on home health-care aids and equipment.
- 1.2. Obtain information on common conditions supported by aids and equipment.
- 1.3. Access and interpret information on pharmacy range of home health-care aids and equipment.
- 1.4. Regularly seek and obtain information to update

- knowledge of aids and equipment.
2. Identify customer needs.
 - 2.1. Follow organisational procedures to respect and protect customer privacy.
 - 2.2. Use questions and actively listen to confirm customer needs and degree of limitation.
 - 2.3. Determine customer satisfaction with aids and equipment previously used.
 - 2.4. Identify and act on triggers for referral to pharmacist.
 3. Recommend and supply home health-care aids.
 - 3.1. Explain features of aids and equipment using appropriate product terminology, and recommend purchase of equipment according to customer needs.
 - 3.2. Identify and use opportunities to suggest companion products relevant to desired outcomes.
 - 3.3. Fit customers with aids and equipment according to manufacturer instructions.
 - 3.4. Explain and demonstrate use, care and maintenance of aids and equipment.
 - 3.5. Source and order specialist aids and equipment to meet customer needs.
 4. Hire aids and equipment.
 - 4.1. Follow organisational procedures for hiring aids and equipment.
 - 4.2. Explain aids and equipment hire service and confirm customer understanding.
 - 4.3. Accurately complete equipment hire agreement, obtain customer signature and co-sign.
 - 4.4. Supply signed copy to customer and file duplicate copy.
 - 4.5. Calculate and collect residual hire fees and sign off on returned hire items.
 - 4.6. Clean, disinfect and store returned hire items according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- Reading skills to:
- interpret unfamiliar and detailed documents which describe product use and hire arrangements.
- Technology skills to:
- use online information systems to search for information.

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 SIRCHCS002 Supply and hire home health care aids and equipment

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:

- access and interpret information about common conditions supported by home health-care aids and equipment from two different sources
- demonstrate, recommend, hire and sell home health-care aids and equipment to meet the needs of four different customers, providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
- supply four of the following products:
 - arthritis aids
 - bathroom and toilet aids
 - bedroom aids
 - chairs
 - footwear products
 - pressure care and monitoring aids
 - walking and mobility aids
 - wheelchairs.

Knowledge Evidence

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

- sources of information on common conditions supported by home health-care aids and equipment:
 - federal, state or territory government health education internet sites
 - not for profit health councils
 - industry and professional publications
 - product manufacturer health education and product information materials
- common conditions that are supported by the use of home health-care aids and equipment
- common degrees of customer mobility and limitations associated with conditions
- roles of health specialists, including occupational therapists and physiotherapists, in providing formal assessment of customer mobility and limitations

- key terminology, jargon and common abbreviations relevant to home health-care aids and equipment, for:
 - health conditions for which aids are used
 - customer mobility and other limitations
 - equipment features
- pharmacy product range of home health-care aids and equipment:
 - suppliers
 - location
 - different types
 - features and uses
 - fitting and adjustment methods
 - care and maintenance
- cleaning and disinfection techniques and cleaning products used for return hire items
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for supplying home health-care aids and equipment:
 - questions that must be asked to collect information about customer needs
 - collecting and supplying information to an agent acting on behalf of a customer
 - identifying and acting on triggers for referral to a pharmacist
 - maintaining privacy and confidentiality of customer information
 - completing and filing equipment hire agreements
 - checking condition of returned hire products
- organisational equipment hire policy
- format, content and use of hire agreements for home health-care aids and equipment.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- commercial product range of home health-care aids and equipment:
 - arthritis aids
 - bathroom and toilet aids
 - bedroom aids
 - chairs

- footwear products
- pressure care and monitoring aids
- walking and mobility aids
- wheelchairs
- cleaning and disinfection products used for return hire items
- template hire agreements for equipment
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
- organisational equipment hire policy
- organisational procedures for supplying home health-care aids and equipment
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are served by the individual during the assessment process or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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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