



Australian Government

SIRCHCS004 Test blood glucose and advise on equipment and services for diabetes management

Release: 1

SIRCHCS004 Test blood glucose and advise on equipment and services for diabetes management

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to test blood glucose, record levels, recommend appropriate home blood glucose testing equipment and assist customers with diabetes management information. 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

SIRCINF001 Use pharmacy practices for infection control

Competency Field

Health Care Support

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Identify customer needs.

PERFORMANCE CRITERIA

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

- 1.1.Follow organisational procedures to respect and protect customer privacy.
- 1.2.Question and actively listen to confirm customer needs.
- 1.3.Explain features of initial and repeat blood glucose testing services.
- 1.4.Identify and act on triggers for referral to pharmacist.

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|---|--|
| 2. Test blood glucose levels. | <ul style="list-style-type: none">2.1. Follow organisational procedures for testing blood glucose.2.2. Explain limitations of single test as accurate indicator and suggest regular monitoring.2.3. Select quiet and comfortable area and clearly explain testing procedure to customer.2.4. Prepare and use testing equipment according to manufacturer instructions.2.5. Apply lancet to inside of customer fingertip or alternative area.2.6. Trigger lancet, hold blood against test strip loaded into monitor and wait for monitor to register blood glucose reading.2.7. Read test results, enter accurate and complete information on testing record and refer to pharmacist for verification.2.8. Provide confirmed record to customer and file copy.2.9. Dispose of used lancets and strips according to safety requirements. |
| 3. Support use of home blood glucose testing equipment. | <ul style="list-style-type: none">3.1. Follow organisational procedures for supplying home blood glucose testing equipment.3.2. Identify and recommend equipment appropriate to customer needs and clearly explain its features.3.3. Demonstrate use, care and maintenance of digital home blood glucose testing equipment and confirm customer understanding.3.4. Provide information on common reasons for inaccurate readings.3.5. Show customer how to keep a blood glucose record. |
| 4. Provide information on diabetes management. | <ul style="list-style-type: none">4.1. Encourage customer to take and record regular blood glucose readings and report to their doctor.4.2. Provide and process key information on the National Diabetes Services Scheme (NDSS).4.3. Source, review and provide customers with information on lifestyle, self-care practices and availability of specialist services that support diabetes management. |

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.

Numeracy skills to:

- work with numerical concepts about blood glucose levels.

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 SIRCHCS004 Test blood glucose and advise on equipment and services for diabetes management

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 on diabetes and specialist support services from two different sources
- test blood glucose on four different occasions
- recommend and demonstrate home blood glucose testing equipment to two different customers, providing clear and accurate information on each of the following:
 - directions for product use
 - care and maintenance of home blood glucose testing equipment
 - methods to avoid inaccurate readings at home
 - format, content and use of customer personal blood glucose records
 - lifestyle and self-care practices
 - National Diabetes Services Scheme (NDSS)
 - specialist services that support diabetes management.

Knowledge Evidence

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

- sources of information on diabetes and specialist support services:
 - federal, state or territory government health education internet sites
 - not for profit health councils
 - industry and professional publications
 - product manufacturer health education materials
- key features of the National Diabetes Services Scheme (NDSS):
 - eligibility
 - products that fall under NDSS
 - how to record customer purchases
 - how to submit a claim for NDSS
- types of diabetes and common symptoms:
 - type 1 diabetes
 - type 2 diabetes

- gestational diabetes
- hyperglycaemia
- hypoglycaemia
- health conditions that can result from diabetes
- how insulin works in the human body, at a basic level of understanding
- common lifestyle factors that can contribute to or exacerbate diabetes conditions and methods of self-care to address these
- key terminology, jargon and common abbreviations relevant to diabetes, for:
 - health conditions resulting from diabetes
 - testing and recording blood glucose levels
 - pharmacy and home blood glucose testing equipment
- pharmacy product range of home blood glucose testing equipment:
 - location
 - different types
 - features and uses
 - ways to avoid inaccurate readings at home
 - care and maintenance
- format, content and use of:
 - pharmacy blood glucose testing records
 - customer personal blood glucose records
- sources and format of product, lifestyle and self-care information:
 - manufacturer product support materials:
 - Consumer Medicines Information (CMI)
 - product leaflets, brochures, booklets
 - internet sites
 - health-care fact sheets
 - pharmacy manuals
 - reputable health education internet sites; government and not-for profit organisations
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for testing blood glucose and supplying home blood glucose testing equipment:
 - questions that must be asked to collect information about customer needs
 - identifying and acting on triggers for referral to a pharmacist, including eligibility for Diabetes MedsCheck
 - maintaining privacy and confidentiality of customer information
 - recording and maintaining readings and requirements for pharmacist verification
 - safe handling and disposal of sharps.

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
- pharmacy blood glucose testing equipment and consumables:
 - digital blood glucose testing monitor
 - disposable lancets and trigger devices
 - test strips
 - adhesive bandages
 - alcohol wipes
- sharps disposal containers
- large pharmacy yellow sharps bin
- personal protective equipment used for testing blood glucose and handling sharps
- commercial product range of home blood glucose testing equipment:
 - digital blood glucose testing monitors
 - disposable lancets and trigger devices
 - test strips
 - urine glucose testing kits
- templates for:
 - pharmacy blood glucose testing records
 - customer personal blood glucose records
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of equipment
 - lifestyle and self-care practices
 - National Diabetes Services Scheme (NDSS)
 - specialist services that support diabetes management
- organisational procedures for testing blood glucose and supplying home blood glucose testing 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.

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