



Australian Government

Department of Education, Employment and Workplace Relations

SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy

Revision Number: 1

SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers skills and knowledge required to plan and carry out home delivery of prescription medicines to community pharmacy customers.
------------------------	---

Application of the Unit

Application of the unit	This unit may apply to both front of store and dispensary work roles, and is carried out under direction of a pharmacist.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
---------------------------	-----

Employability Skills Information

Employability skills

The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|---|---|--|
| 1 | Confirm customer delivery requirements. | 1.1 Identify <i>pharmacy products</i> to be delivered. |
| | | 1.2 Identify prescription items required. |
| | | 1.3 Confirm <i>customer details</i> . |
| | | 1.4 Confirm <i>delivery information</i> with the customer. |
| 2 | Prepare and plan prescription deliveries. | 2.1 Confirm that items are <i>ready for delivery</i> . |
| | | 2.2 Liaise with a pharmacist to confirm method of providing customer advice. |
| | | 2.3 Prepare items for delivery to meet <i>handling and storage</i> requirements |
| | | 2.4 Confirm that <i>delivery documentation</i> is accurate and complete. |
| | | 2.5 Plan the delivery route. |
| | | 2.6 Schedule deliveries to suit requirements of the pharmacy and customers. |

ELEMENT	PERFORMANCE CRITERIA
3 Deliver medicine to customers outside the community pharmacy.	3.1 Locate the customer address. 3.2 Verify customer or agent identity against delivery instructions. 3.3 Explain information provided on medicines and confirm customer understanding. 3.4 Arrange for pharmacist follow up in situations requiring additional assistance or therapeutic advice. 3.5 Finalise the sales transaction.
4 Reconcile delivery items and records.	4.1 Reconcile medicines and other items collected with items distributed 4.2 Reconcile cash payment with the value of items sold. 4.3 Complete delivery documentation and records.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - communicate with the customer, including obtaining and providing information and confirming understanding, through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- apply literacy skills to read and interpret prescription information and record customer information
- read and interpret directions and maps to plan efficient delivery routes and locate addresses
- respect and maintain private and confidential customer information
- demonstrate procedures for delivering items to customers outside the pharmacy consistent with pharmacy protocols and procedures
- follow procedures to respond to situations where no authorised person is available to receive items
- access and use information systems as to record and reconcile delivery information.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to delivering prescription items to customers outside the pharmacy
- communication skills to collect and provide information to customers, including use of structured and open-ended questions and interpretation of non-verbal cues
- procedures to follow in the event that the customer or an authorised agent is not available to accept delivery
- protocols for responding to customer questions and communication methods and systems to ensure that a pharmacist is able to provide required advice and information to the customer
- product and delivery charges and methods of payment
- health privacy principles as they relate to home delivery of medicines
- label information, such as:
 - dosage regimen, e.g. dose time in relation to food
 - frequency
 - duration of treatment

REQUIRED SKILLS AND KNOWLEDGE

- special storage requirements, e.g. cold chain
- payment options and procedures
- procedures to protect security of self, product and cash
- procedures to follow in the event of theft, loss or accident
- role boundaries and responsibilities and circumstances under which referral to a pharmacist or other pharmacy staff is required.

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 competency in this unit

Evidence of the following is essential:

- applies pharmacy protocols and procedures when assisting with dispensary operations, including:
 - confirming delivery requirements
 - planning and communicating delivery schedule
 - preparing, handling and packaging items for transportation
 - delivering items and ensuring customer has access to required pharmacist support
 - completing sale of items
 - maintain documentation
 - implementing reconciliation procedures
- respects and protects customer privacy when communicating with customers and maintaining customer records
- understands storage conditions and requirements of dispensed items
- recognises the situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- awareness of procedures to follow where an authorised person is not available to receive items
- awareness of procedures to ensure safety of self and product

EVIDENCE GUIDE

- plans delivery routes to achieve efficient delivery outcomes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of delivery of a range of prescription and non-prescription items
- delivery of items requiring special handling.
- access to a workplace and delivery environment that meets Pharmacy Board and relevant industry standards for dispensary operations
- access to relevant pharmacy protocols and procedures
- access to delivery documentation and record-keeping systems
- access to relevant documentation, such as:
 - prescriptions (real or simulated)
 - self-care information
 - delivery checklists
 - customer details
- access to a range of dispensed items for delivery
- access to a range of customers in different locations (real or simulated)
- access to a range of dispensed items for delivery
- access to maps or location information.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace delivering items to customers outside the pharmacy, over sufficient time to demonstrate handling of a range of contingencies
- written or verbal questioning to assess knowledge and understanding
- evidence that completion of workplace documentation and records relevant to delivering medicines is timely and accurate
- role plays to demonstrate communication with customers from a range of backgrounds and with different capacities and needs
- role plays to demonstrate understanding of contingency management procedures.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

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. ***Bold italicised*** wording in the performance criteria is detailed below.

The delivery of prescriptions to customers outside the pharmacy is consistent with the requirements of:

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- community pharmacy policies, protocols and procedures relating to home delivery services.

Pharmacy products may include:

- prescription medicines
- other pharmacy products.

Customers may include:

- customers or their agents
- customers with routine or special requests
- customers with special needs, e.g. elderly, non-English-speaking background, infants, unwell, drug affected, grieving or upset
- regular and new customers
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

RANGE STATEMENT

Details must include:

- full name and current address
- date of birth where patient is elderly (over 70 years) or young (under 12 years)
- entitlement number, if any, under the Pharmaceutical Benefits Scheme
- Medicare number
- private health cover and receipt requirements
- allergies or adverse reactions to medications suffered in the past
- current use of other medications, including complementary medicines
- specific location advice.

Delivery information may include:

- items on the prescriptions to be dispensed
- other products required
- estimated delivery time
- persons authorised to accept delivery.
- payment method.

Ready for delivery includes:

- assembled items are complete, clearly and correctly labelled and match customer requirements
- a pharmacist has verified dispensed items
- required information and advice accompanies the items
- items are packaged appropriately to protect customer privacy and product integrity.

Handling and storage requirements may include:

- temperature control and cold chain items
- light-sensitive items
- heat-sensitive items.

Delivery documentation may include:

- prescription documentation (to be signed by customer or agent)
- self-care and health information
- other information supplied by a pharmacist
- delivery checksheets
- customer details

RANGE STATEMENT

Verifying customer or agent identity may include:

- confirming that a person other than the customer who receives medicines is listed as authorised to receive on delivery information
- confirming that the person receiving medicines is not a child
- requesting dated signature of customer or their agent as confirmation of receipt.

Information provided on medicines may include:

- pharmacy labels
- cautionary and advisory labels
- additional information or advice prepared by a pharmacist
- information provided by the supplier
- self-care and health information
- Consumer Medicine Information (CMI).

Confirming customer understanding may include:

- explaining information contained on cautionary and advisory labels in plain English suited to the customer communication requirements
- questioning to confirm that the correct customer understands the information provided
- inviting further questions from the customer
- arranging for the customer to make contact with a pharmacist where more detailed support or advice is required.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Dispensary