

UNIT CODE	HLTADM010
UNIT TITLE	Facilitate a coordinated approach to client care
APPLICATION	<p>This unit describes the skills and knowledge required to provide instructions and information to clients, pro-actively follow up clients and liaise with other service providers to support a coordinated care approach.</p> <p>This unit applies to individuals who assist and work under the delegation of health professionals.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Administration
UNIT SECTOR	Health Administration

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide instruction and information to clients.	1.1 Adhere to scope of own role in providing medical information according to regulatory requirements. 1.2 Read information and check its currency and accuracy prior to provision of information to clients. 1.3 Instruct and inform clients as per health professional request, ensuring consistency of message.
2. Follow up clients.	2.1 Recall clients as per practice protocols and health professional instructions. 2.2 Interpret and manage the medical practice reminder system according to procedures. 2.3 Monitor 'did not attend' clients and follow up appropriately. 2.4 Identify critical client appointments and follow up according to protocols if clients fails to attend. 2.5 Accurately record communication with, and in regard to, clients.

3. Exchange information among providers.	3.1 Ensure information exchange, including methods, adheres to legislative requirements and industry standards. 3.2 Facilitate information exchange programs designed to encourage and support client participation. 3.3 Pro-actively identify and follow up missing information.
4. Facilitate multi-disciplinary approach to client care.	4.1 Gather information about local service providers and health care programs and maintain its currency. 4.2 Make service provider and health care program information readily available to colleagues. 4.3 Liaise with other service providers and organise required care as per health professional request. 4.4 Coordinate case discussions amongst providers, when required. 4.5 Complete required paperwork or documentation for referral as per health professional request. 4.6 Provide complete and correct information to clients.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	■
Writing skills to:	■
Oral communication skills to:	■
Numeracy skills to:	■
Learning skills to:	■
Problem-solving skills to:	■
Initiative and enterprise skills to:	■
Teamwork skills to:	■
Planning and organising skills to:	■
Self-management skills to:	■

Technology skills to:	<ul style="list-style-type: none"> ■
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UNIT MAPPING INFORMATION	Supersedes and is equivalent to HLTADM003 Facilitate a coordinated approach to client care
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for HLTADM010 Facilitate a coordinated approach to client care
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ identified at least 3 different clients for whom follow up is required in the case of appointment non-attendance ■ provided accurate information or instruction to at least 3 clients with different medical needs.

<p>KNOWLEDGE EVIDENCE</p>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ legal and ethical considerations for information exchange and provision, national, state or territory, local: <ul style="list-style-type: none"> ◦ duty of care ◦ informed consent ◦ records management ◦ privacy, confidentiality and disclosure ◦ industry standards ◦ work role boundaries – responsibilities and limitations, including limitations around types of information to be provided by non-professionals ■ types of information provision that may be delegated by health professionals: <ul style="list-style-type: none"> ◦ provision of educational material – preventative, promotional, self-management ◦ instructions for use of medical equipment or supplies ◦ information about procedures ◦ preparation procedures for diagnostic testing ◦ where to go for certain tests or treatment ◦ key requirements of systems and procedures for effective management of reminder systems ■ scope and availability of other health services and programs, including: <ul style="list-style-type: none"> ◦ eligibility ◦ access and referral requirements ◦ costs and funding mechanisms <ul style="list-style-type: none"> ● home and community care (HACC) ● Medical Benefits Schedule (MBS) ● Pharmaceutical Benefits Scheme (PBS) ● typical private health insurance provisions ● Department of Veterans Affairs, (DVA) ● WorkCover ◦ key features of how they operate ■ methods to ensure currency of information ■ ways in which information is exchanged and services are organised between different health providers: <ul style="list-style-type: none"> ◦ key information ◦ documentation requirements.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions:</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ use of suitable resources including: <ul style="list-style-type: none"> ◦ online or hard copy provider directories ◦ client information materials ◦ client record keeping systems ■ modelling of industry operating conditions, including: <ul style="list-style-type: none"> ◦ interaction with clients ◦ integration of situations requiring problem solving. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	<p>Companion Volume Implementation Guide</p>