

UNIT CODE	HLTAHCS015
UNIT TITLE	Facilitate access to tertiary health services
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to develop and maintain links with tertiary health services and to support Aboriginal and/or Torres Strait Islander people to access those services. It requires the ability to interpret service information, provide information to clients and assist with practical arrangements such as transport, accommodation, admission and discharge.</p> <p>This unit is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners. They work as part of a multidisciplinary primary health care team to provide primary health care and other support services to Aboriginal and/or Torres Strait Islander clients.</p> <p>No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication. For information about practitioner registration and accredited courses of study, contact the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Health Care and Support
UNIT SECTOR	Aboriginal and/or Torres Strait Islander Health
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. Develop and maintain links with tertiary health services	<p>1.1 Source information about relevant tertiary health services, individual organisations and key contacts based on client needs.</p> <p>1.2 Interpret tertiary service information and extract key points needed to support clients.</p> <p>1.3 Identify communication lines and protocols for tertiary services departments and individuals.</p> <p>1.4 Use industry terminology appropriately in communications with the tertiary service.</p> <p>1.5 Use communication and collaboration skills to establish relationships between and within organisations.</p> <p>1.6 Provide and share information about own and other organisations to support optimum client outcomes.</p>

2. Support clients to access tertiary health services	<p>2.1 Provide clients with current, accurate and relevant information about available tertiary health services and support.</p> <p>2.2 Identify client assistance needs in relation to practical arrangements based on their individual situation.</p> <p>2.3 Organise or make required practical arrangements in a timely way to support client needs.</p> <p>2.4 Assist clients with completion of documentation based on individual needs and tertiary service requirements.</p> <p>2.5 Identify and liaise with individuals, departments and organisations involved in client care.</p> <p>2.6 Identify and share client information, perspectives and preferences with service providers.</p>
3. Participate in discharge planning	<p>3.1 Identify key individuals involved in discharge planning at the tertiary health service.</p> <p>3.2 Identify key issues for discharge planning and discuss with client and their family to establish questions and requirements.</p> <p>3.3 Seek information from the tertiary health service about requirements for timing, transport, medication and follow-up.</p> <p>3.4 Provide information to client and their family and organise logistical support based on individual needs.</p>
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:	<ul style="list-style-type: none"> ■ interpret familiar detailed organisational policies and procedures ■ interpret potentially complex unfamiliar information that may include health services terminology.
Writing skills to:	<ul style="list-style-type: none"> ■ draft simple information statements, letters or emails on client's behalf ■ complete pre-formatted tertiary service admission and discharge documentation.
Oral communication skills to:	<ul style="list-style-type: none"> ■ provide clear and succinct information or instructions to clients ■ provide clear and persuasive information about client needs to other individuals or agencies.
Numeracy skills to:	<ul style="list-style-type: none"> ■ interpret numerical information, including health, accommodation and transport costs, timetables and schedules ■ calculate costs of services.
Technology skills to:	<ul style="list-style-type: none"> ■ use features of software packages to complete tertiary service documentation.

UNIT MAPPING INFORMATION	<p>No equivalent unit.</p> <p>For details, refer to the full mapping table in the Draft 2 Validation Guide.</p>
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for HLTAHCS015 Facilitate access to tertiary health services
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"> ■ facilitate access to tertiary health services for five Aboriginal and/or Torres Strait Islander clients ■ for each client: <ul style="list-style-type: none"> ○ identify and use appropriate protocols and lines of communication to exchange information ○ gather information about tertiary health services and extract key information relevant to client needs ○ provide accurate and relevant information to support each client's understanding of services and processes ○ provide information in both oral and written form about available services and processes ○ assist each client to complete two different written documents ○ organise the following logistical support: <ul style="list-style-type: none"> ● travel ● accommodation ○ provide information about the cost of services and any benefits that can be claimed ○ participate in the discharge process.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ organisational procedures for organising practical arrangements on behalf of clients ■ basic structure and function of primary, secondary and tertiary services in the Australian health care system and the relationships between them ■ tertiary health services available to Aboriginal and/or Torres Strait Islander clients needing access to specialised care, including Aboriginal Community Controlled Health Organisations ■ major tertiary services in the relevant metropolitan or regional centre to include: <ul style="list-style-type: none"> ○ locations ○ functions ○ services ○ specialities ■ key tertiary service information to be gathered and interpreted: <ul style="list-style-type: none"> ○ admissions procedures ○ discharge procedures ○ cost of services for Aboriginal and/or Torres Strait Islander people and any benefits that can be claimed ○ in-house support services ○ key individuals and positions ■ lines of communication and communication protocols between organisations and individuals to include: <ul style="list-style-type: none"> ○ who can speak to who and about what ○ referral process ○ confidentiality requirements ■ types of processes and documentation required to access tertiary services ■ types of practical arrangements needed to assist clients to access services and how to organise these: <ul style="list-style-type: none"> ○ accommodation ○ transport ○ carer services for children or older people ■ other ways in which the Aboriginal and/or Torres Strait Islander health worker or practitioner can support clients when accessing tertiary health services: <ul style="list-style-type: none"> ○ reviewing information and extracting key points relevant to clients ○ providing clear explanations about processes and services ○ articulating client preferences and perspectives to service providers ■ discharge from tertiary services: <ul style="list-style-type: none"> ○ individuals involved ○ key considerations for discharge planning <ul style="list-style-type: none"> ● timing ● transport ● medications ● organisation of post hospitalisation health care plan and treatments ● organisation of support services at home.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.</p> <p>Evidence of performance must be gathered:</p> <ul style="list-style-type: none"> ■ during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander people, or ■ during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander people. <p>Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)</p> <p>Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:</p> <ul style="list-style-type: none"> ■ the full range of situations covered by the unit cannot be provided in the individual's workplace, and or ■ situations covered by the unit occur only rarely in the individual's workplace. <p>Assessment must ensure the use of:</p> <ul style="list-style-type: none"> ■ client records ■ information about tertiary health services and processes ■ documentation that supports admission and discharge processes ■ organisational procedures for organising practical arrangements on behalf of clients. <p>Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:</p> <ul style="list-style-type: none"> ■ be an Aboriginal and/or Torres Strait Islander person who has applied the skills and knowledge covered in this unit of competency through experience working as an Aboriginal and/or Torres Strait Islander health worker or practitioner, or ■ be a registered health practitioner or a community services worker with experience relevant to this unit of competency and be accompanied by, or have assessments validated by, an Aboriginal and/or Torres Strait Islander person.
LINKS	Companion Volume Implementation Guide