

Title	Advise customers on treatment of minor health disorders in a retail pharmacy environment		
Level	3	Credits	15

Purpose	<p>This unit standard is intended for retail assistants working in a retail pharmacy environment.</p> <p>People credited with this unit standard are able to: assess the health of clients to determine treatment for minor health disorders in a retail pharmacy environment; and, advise customers on treatment of minor health disorders.</p>
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Classification	Retail, Distribution, and Sales > Sales
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Available grade	Achieved
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Guidance Information

1 Definition

Alternative healthcare product refers to any practice that is perceived by its users to have the healing effects of medicine, but is not based on evidence gathered using the scientific method.

Communication refers to communication modes – written, face-to-face, telephone; communication with – pharmacy team member, other health professional, pharmacy client (may include but is not limited to – consumer, supplier, company representative, insurance company); information may include but is not limited to – client health and personal information, pharmacy product or medicine-related information, service information, business or transaction records.

Minor health disorders include but are not limited to – acne; allergies; chilblains; bites and/or stings; colds or flu; constipation; coughs; diarrhoea; fever; haemorrhoids; indigestion; mouth and throat disorders; pain; skin disorders such as dermatitis, dandruff, and dry skin.

Retail pharmacy outlet policies and procedures – written documentation of the specified way to perform an activity for a workplace. Retail pharmacy outlet policies and procedures must be compliant with relevant legislation, codes and standards and Organisational Quality Specifications listed in the District Health Board Pharmacy Services Agreement for the workplace.

2 Candidates must demonstrate effective oral, written, and non-verbal communication skills according to the requirements of the recipient, and taking into account any language barriers or special needs requirements.

- 3 Credit for this unit standard may not be awarded unless assessment is supported by evidence of a minimum of 30 working days practice in a non-simulated pharmacy workplace environment. This evidence is to be supplied in a pharmacist verifier's statement.
- 4 For the purposes of this unit standard trainees must always act under the supervision of a pharmacist and know when to refer to a pharmacist.
- 5 Legislation, codes, and standards relevant to this unit standard include: Consumer Guarantees Act 1993; Fair Trading Act 1986; Hazardous Substances and New Organisms Act 1996; Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996; *Code of Health and Disability Services Consumers' Rights*, available from the Health and Disability Commissioner's office, www.hdc.org.nz; *Health Information Privacy Code 2020*, available from the Privacy Commissioner's office, www.privacy.org.nz; Health (Retention of Health Information) Regulations 1996; Health Practitioners Competence Assurance Act 2003; Health (Needles and Syringes) Regulations 1998; Health and Safety at Work Act 2015; Health and Safety in Employment Regulations 1995; Medicines Act 1981; Medicines Regulations 1984; Misuse of Drugs Act 1975; Misuse of Drugs Regulations 1977; *NZS 8134.7:2010 Health and disability services standards - pharmacy services standard* available from www.standards.govt.nz; The New Zealand Pharmaceutical Schedule, available from www.pharmac.govt.nz; *Safe effective pharmacy practice: code of ethics* Wellington, NZ : Pharmacy Council, 2015, available at www.pharmacycouncil.org.nz; Privacy Act 2020.

Other requirements applicable to this unit standard may include but are not limited to – *Safe effective pharmacy practice: competence standards for the pharmacy profession*, Wellington, NZ: Pharmacy Council of New Zealand, 2015, available from www.pharmacycouncil.org.nz.

- 6 Access to the reference resources specified by the Pharmaceutical Society of New Zealand Inc. to be held in every pharmacy is required for completion of assessment against this unit standard.

Outcomes and performance criteria

Outcome 1

Assess the health of clients to determine treatment for minor health disorders in a retail pharmacy environment.

Performance criteria

- 1.1 Customer requirements for treatment of a disorder or disorders are established in a clear, polite, and professional manner in accordance with retail pharmacy outlet policies and procedures.

Range may include but is not limited to question of – details of symptoms, existing medication, other health conditions and/or states.

- 1.2 Minor health disorders are identified from presenting signs and symptoms in accordance with retail pharmacy outlet policies and procedures.
- 1.3 Warning signs of minor health disorders are identified in accordance with retail pharmacy outlet policies and procedures.
- 1.4 Customers' minor health disorders are assessed to determine whether their requirements are within the range of health care available in accordance with retail pharmacy outlet policies and procedures.

Outcome 2

Advise customers on treatment of minor health disorders in a retail pharmacy environment.

Performance criteria

- 2.1 Advice is provided in an accurate, ethical, sensitive, and courteous manner in accordance with retail pharmacy outlet policies and procedures.
- 2.2 Products appropriate to customers' minor health disorders are identified, and product features, benefits, and reason for use are described in accordance with retail pharmacy outlet policies and procedures.
- Range may include but is not limited to – pharmacist only, pharmacy medicines, general sales medicines, alternative healthcare products.
- 2.3 Advice on the use and care of selected products is in accordance with the manufacturer's instructions and retail pharmacy outlet policies and procedures.
- Range may include but is not limited to – pharmacist only, pharmacy medicines, general sales medicines, evidence based alternative healthcare (vitamins, minerals, herbal remedies, homeopathic treatments).
- 2.4 Customers are advised on measures that can be taken to treat minor health disorders in accordance with the assessment of the customers' health requirements and retail pharmacy outlet policies and procedures.
- Range may include but is not limited to – lifestyle factors (diet, environmental factors, exercise, hygiene, sleep), regular health checks.
- 2.5 Suitable feedback techniques are used to ensure that the customers understand the advice provided in accordance with retail pharmacy outlet policies and procedures.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 November 2015	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.