

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Clinical Care

Title	Arrange Follow-up Medical appointments / Medical appointments
Code	106010L3
Range	This Unit of Competency is applicable to employees in the Elderly Care Service Industry who provide care service to elderlies. This Competency involves ability to make correct judgement. Employees are required to arrange follow-up medical appointments / medical appointments for the elderlies based on the relevant guidelines of the institution, ensure the elderlies attend medical appointments safely and punctually, so that their illnesses can be followed up properly .
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on elderly follow-up medical appointments / medical appointments</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand the items and preparations needed for the appointments, such as: <ul style="list-style-type: none"> <li>○ Time, date and location</li> <li>○ Leftover medication</li> <li>○ Elderlies' medical conditions and whether elderlies are taking medications according to instructions</li> <li>○ Follow-up appointment card and appointment letter</li> <li>○ proof of identity</li> <li>○ Specimen for laboratory tests</li> <li>○ Fasting required</li> <li>○ Day-to-day medications</li> <li>○ Adequate cash</li> </ul> </li> <li>• Understand the procedures of arranging medical appointments for elderlies</li> <li>• Understand the relevant measures for elderlies who need special arrangements for medical appointments, such as: <ul style="list-style-type: none"> <li>○ Measures to prevent demented elderlies from getting lost</li> <li>○ Deploy additional headcount to escort elderlies of extreme frailty</li> <li>○ Arrange wheelchair and transportation to escort elderly with mobility problems</li> <li>○ Carry a portable oxygen concentrator for elderlies who need. a constant administration of oxygen</li> </ul> </li> </ul> <p>2. Arrange follow-up medical appointments / medical appointments</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Prepare all specimens needed for lab tests, arrange fasting (if necessary), organize the information needed and ensure nothing is missing</li> <li>• Review elderlies' medical records, or consult healthcare professionals for elderlies' conditions</li> <li>• Adjust elderlies' mealtime according to appointment time and location, or pack food to go</li> <li>• Plan the trip to the appointments, arrange transportation and staff needed and take special measures early on if needed</li> <li>• In case the doctor is making a house visit to the institution, arrange the elderlies' activities that day to accommodate doctor's arrival time, arrange the order in which elderlies would see the doctor and make sure they adhere to that order</li> </ul> <p>3. Exhibit professionalism</p>

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	<p>Be able to</p> <ul style="list-style-type: none"><li>• Put elderlies' safety first when arranging the journey for medical appointments</li><li>• Ensure elderlies can attend the appointments on time by making flexible arrangements and adjusting their schedule</li><li>• Be mindful of the arrangement of elderlies' medical appointments to boost their confidence and dignity</li></ul>
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none"><li>• Ability to arrange follow-up medical appointments / medical appointments for elderlies, and prepare the items and information required, so to ensure they attend the appointments safely and punctually.</li></ul>
Remark	