

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

Functional Area - Common

Title	Escort the Follow-Up Consultation
Code	110899L2
Range	This Unit of Competency is applicable to practitioners who provide home support services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to utilize relevant knowledge and skills to escort the elderly persons to their follow-up consultations, according to the organization's guidelines and procedures and the elderly's needs, in order to ensure the elderly's safety.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the elderly's follow-up consultations</p> <ul style="list-style-type: none"> <li>• Understand the organization's guidelines and procedures on escorting the elderly persons to follow-up consultations</li> <li>• Understand the organization's guidelines on occupational safety and health</li> <li>• Understand the purpose of escorting the follow-up consultation, such as: <ul style="list-style-type: none"> <li>○ Accompany the elderly persons to their follow-up consultations to ensure their safety</li> <li>○ Assist the elderly persons to deliver and receive medical information, etc.</li> </ul> </li> <li>• Understand the time and location of the elderly's follow-up consultation, and the required transportation</li> <li>• Understand the relevant service content and required skills</li> <li>• Understand the items and information that the elderly persons need to prepare for their follow-up consultations, such as: <ul style="list-style-type: none"> <li>○ Identification documents</li> <li>○ "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones"</li> <li>○ Remaining medication</li> <li>○ Follow-up consultation card and appointment paper</li> <li>○ Test samples</li> <li>○ Pocket medication</li> <li>○ Water and food</li> <li>○ Adequate finance</li> <li>○ Mobility aids/wheelchairs, etc.</li> </ul> </li> <li>• Understand the information that needs to be provided to and received from medical professionals during follow-up consultations, such as: <ul style="list-style-type: none"> <li>○ Medications</li> <li>○ The disease progression and follow-up plan</li> <li>○ Signs and symptoms, etc.</li> </ul> </li> <li>• Understand the elderly's physical condition and the assistance they require, such as: <ul style="list-style-type: none"> <li>○ Chronic disease</li> <li>○ Cognitive ability</li> <li>○ Mental state</li> <li>○ Activity and endurance, etc.</li> </ul> </li> <li>• Understand the special safety measures for escorting the elderly persons to their follow-up consultations, such as: <ul style="list-style-type: none"> <li>○ Prevent the elderly persons with dementia from getting lost</li> <li>○ Take precautions against falls in elderly persons with limited mobility, etc.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>• Understand the transportation resources to help escort the elderly persons to their follow-up consultations, such as:<ul style="list-style-type: none"><li>○ Rehabus</li><li>○ Accessible hire car service</li><li>○ Wheelchair accessible taxi, such as: diamond cab, SynCab, etc.</li><li>○ Non-emergency ambulance services</li><li>○ Special vehicles arranged by the organization, etc.</li></ul></li></ul> <p>2. Escort the follow-up consultation</p> <ul style="list-style-type: none"><li>• Understand the elderly's condition and needs from the senior/supervisor and prepare the related materials according to the organization's guidelines and procedures on escorting the elderly persons to follow-up consultations, such as: support belts, walking aids, etc.</li><li>• Arrange suitable transportation in advance to escort the elderly persons to their follow-up consultations according to the target location and their physical conditions</li><li>• Perform pre-departure preparations, such as:<ul style="list-style-type: none"><li>○ Check the elderly's items and information required for their follow-up consultations</li><li>○ Prepare suitable walking aids</li><li>○ Notify and encourage the elderly's family members to accompany them in their follow-up consultations, etc.</li></ul></li><li>• Understand the elderly's condition from relevant staff, and report it to medical professionals, assist the elderly persons in receiving information and professional advice</li><li>• If the medical professionals recommend the elderly to be immediately admitted into the hospital, immediately report the situation to the elderly's family members and obtain their consent, assist the elderly persons in the admission procedures, and report the latest situation to the senior/supervisor</li><li>• Utilize appropriate knowledge and the correct skills to provide escort services according to the elderly's physical conditions, to ensure their safety, such as:<ul style="list-style-type: none"><li>○ Understanding the community and hospital/clinic facilities, use wheelchair accessible facilities as much as possible</li><li>○ Skills for using and assisting the elderly persons in the use of auxiliary aids</li><li>○ Support skills</li><li>○ Transfer and holding skills</li><li>○ Skills for using wheelchairs, etc.</li></ul></li><li>• Ensure self-protection to avoid strains or injuries when providing services, according to the organization's occupational safety and health guidelines, such as:<ul style="list-style-type: none"><li>○ Maintain the correct posture</li><li>○ Use energy conserving techniques, etc.</li></ul></li><li>• When escorting the elderly persons, take all safety measures, do not leave the elderly persons unattended, and ensure they are attended to at all times</li><li>• Pay attention to the elderly's performance and reactions, and provide appropriate assistance, such as: using the toilet, arranging seats, etc.</li><li>• Keep in contact with the senior/supervisor, and clearly report the process of the consultation and the follow-up issues after the consultation</li></ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Ensure adequate preparation and compliance with the organization's guidelines and procedures when escorting follow-up consultations</li><li>• Ensure the safety of the elderly persons during their follow-up consultations, and activity provide assistance</li></ul>
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Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none"><li>• Able to escort the elderly persons in their follow-up consultations according to the organization's guidelines and procedures, and the elderly's physical conditions, and utilize appropriate knowledge and the correct skills to ensure their safety; and</li><li>• Able to understand the elderly's physical conditions and needs, report the follow-up consultation to medical professionals and assist the elderly persons in improving their health.</li></ul>
Remark	