

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

Unit of Competency is applicable across different functional areas

Title	Escort Elderlies to Follow-up Medical appointments
Code	106211L2
Range	This Unit of Competency is applicable to employees in the elderly care service industry who provide care service to elderlies. This Competency should be performed under supervision. Employees are required to escort elderlies to follow-up medical appointments according to the relevant procedures of the institution and ensure safety of the elderlies .
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on elderly follow-up</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand procedures of the institution regarding escorting elderlies to follow-up medical appointments • Understand the time, date, and location of elderlies' follow-up medical appointments, and the types of transportation needed • Understand items and documents needed for elderlies' follow-up medical appointments, such as: <ul style="list-style-type: none"> ○ Leftover medication ○ Medical appointment card and appointment letter ○ proof of identity ○ Specimen for laboratory test ○ Day-to-day medications ○ Water and food ○ Sufficient cash, wheelchair. • Understand the information needed to be provided to healthcare professionals during follow-up medical appointment, such as: <ul style="list-style-type: none"> ○ Whether elderlies are taking medications according to instructions ○ Progress of elderlies' conditions ○ Symptoms. • Understand the health conditions of elderly, such as: <ul style="list-style-type: none"> ○ Mental condition ○ Mobility level and patience ○ Assistance needed for mobility • Understand the safety precautions for escorting elderlies with special needs for follow-up medical appointments, such as: <ul style="list-style-type: none"> ○ Prevent demented elderlies from getting lost ○ Prevent elderly with impaired mobility from falling. • Understand other assistive resources for escorting elderly for follow-up medical appointments, such as: <ul style="list-style-type: none"> ○ Rehabus ○ Accessible Hire Car Service, . • Understand the procedures prescribed by the institution with respect to arranging transportation <p>2. Escort elderlies to follow-up medical appointments</p> <p>Be able to</p> <ul style="list-style-type: none"> • Follow the procedures of the institution in escorting or guideline in arranging transportation, while taking into consideration the location of the appointment and the

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	<p>health conditions of the elderlies to arrange safe and suitable transportation to escort them to follow-up medical appointment</p> <ul style="list-style-type: none"> • Prepare for the appointment before escorting the elderlies, ensure everything is well prepared, including: <ul style="list-style-type: none"> ○ Check if all items and documents of elderlies required for the appointment are present ○ Prepare suitable walking aids ○ Encourage relatives to accompany elderlies for follow-up medical appointments, and inform their relatives. • Ask healthcare professional colleagues about elderlies' conditions and relay the information accurately to medical doctors • When escorting elderlies with impaired mobility, use proper lifting and transferring skills to ensure the safety of both the elderlies and employees themselves • Take all safety precautions; do not leave elderlies alone unattended • Pay attention to the performance and response of elderlies; provide appropriate assistance, for example, using the toilet and arranging seats. • Keep in touch with the institution; report the whole process clearly and issues that need follow up after the appointment <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Ensure safety of the elderlies and take initiative to assist elderlies during the follow-up medical appointments • Arrange transportation for follow-up medical appointments; boost confidence and dignity of the elderlies
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to escort elderlies to follow-up medical appointments safely according to their health conditions and the procedures prescribed by the institution for such appointments; and • Ability to check the items and documents required for follow-up medical appointments before heading out; understand the health conditions of the elderlies and be well prepared for the occasion.
Remark	