

## CH Ac1 Evaluate and process requests for acupuncture

### OVERVIEW

This standard outlines the process that takes place when a request for acupuncture treatment is received from a potential client or from a professional colleague. It recognises that the client needs sufficient information to make an informed choice and ensures that the practitioner makes clear arrangements with the client. Users of this standard will need to ensure that practice reflects up to date information and policies.

Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. the professional standards and code of conduct for your discipline
2. the role of the professional (regulatory) body setting the rules and ethical standards of your discipline
3. the rules, ethical standards and codes of conduct of your profession and how they apply to your own practice
4. why it is important to keep your understanding of professional rules and codes of conduct up to date
5. how to balance your own responsibilities as a professional with any contractual or other requirements of any organisation within which you work
6. current relevant health and safety legislation and how it applies to your own work role
7. legislation relating to obtaining, storing and using information
8. legislation relating to supplying services
9. the importance of keeping your understanding of legislation up to date
10. how relevant legislation impacts on your work
11. the roles and functions of the principal agencies with whom you work
12. how to obtain information from the principal agencies with whom you may be working
13. why it is important to respect the rights of clients
14. the extent of your own remit as a practitioner and the limits of your responsibilities

15. how your own role relates to that of other professionals within the principal agencies
16. the organisational requirements and restrictions relating to the use of resources
17. the range of resources and options available to meet the client's needs
18. how to achieve effective communication through observation, sensitive questioning, listening and touch
19. how to adapt vocabulary, pace and tone of speaking to meet the needs of the client
20. what forms of verbal and non-verbal communication are available and how to use these positively
21. what signals can be used to check the understanding of the client and how to interpret them
22. how to position self and client to encourage communication
23. how to recognise and overcome barriers to communication
24. why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns
25. the nature of a professional relationship and how to develop it with clients
26. how to respond to conflicting advice which clients may receive from different practitioners
27. why it is important to reflect on your own practice and identify any development needs
28. how to evaluate the effectiveness of your own actions and learn from experience
29. the information available on effective healthcare and how to evaluate and use this information within your own practice
30. how the models and concepts in your area of practice have evolved and developed, how they change with time and the similarities and differences between different versions
31. how to develop links with other healthcare providers and the protocols for doing this
32. how to recognise the limits of your own knowledge and competence and the importance of not exceeding these
33. why it is important to acknowledge your own limitations and when there may be a need to refer the client on to other healthcare practitioners
34. the importance of recognising and maintaining the client's legal and ethical rights to confidentiality
35. how to balance the client's rights against your responsibility to others
36. what to take into account when passing on information about clients
37. what the procedures and requirements on confidentiality, security and transmission of information are for your organisation and for any other organisation that you may need to contact regarding a client
38. the ways in which confidentiality may be breached and how to prevent their occurrence
39. the different forms of consent and the circumstances in which these may apply
40. the guidance given by your professional body on consent and when written consent should be obtained
41. why it is important to ensure that clients have been given sufficient information to give or refuse consent
42. who holds responsibility for gaining consent and when this should be done
43. how consent may be obtained for clients who are unable to give the consent themselves and who has the right to give this consent
44. the policies on consent, including any specific requirements under contractual agreements for your organisation and any other organisation you may need to

- contact regarding a client
45. why it is important to protect client confidentiality
  46. how to keep records in order to protect confidentiality and security of information
  47. how to keep records so that an audit can be undertaken
  48. how to record all the necessary information in a format suitable for further use
  49. who has the right of access to information held on records
  50. the audit cycle
  51. why it is important to acknowledge and respect an individual's rights and dignity and ways of doing this
  52. the nature of disability and your role and responsibilities in working with those who have disabilities
  53. how an individual's abilities and disabilities may affect the nature and form of help and support and the manner in which you provide it
  54. what circumstances may indicate a need for the presence of a third party
  55. who may act as a companion for the client and how to interact with them
  56. what your legal and ethical responsibilities are in relation to the client's health and safety
  57. how to maintain your practice in line with health and safety legislation
  58. how to be supportive to the client (and any companion(s)) whilst managing time effectively
  59. how to obtain information on commonly encountered diseases and on medications and their side effects
  60. how to recognise those occasions when acupuncture may be appropriate and/or may complement other healthcare which the client is receiving
  61. how to recognise conditions for which acupuncture alone would be ill advised and for which the client should seek advice from other sources
  62. the circumstances when you may choose not to accept a client or to cease treating a client:
    - a. acupuncture is unlikely to succeed
    - b. the client does not want acupuncture
    - c. you do not wish to provide acupuncture
  63. the circumstances when you must not accept a client:
    - a. acupuncture is contra-indicated
    - b. you do not have the requisite experience or expertise
    - c. other healthcare options are needed as a matter of urgency
  64. the range, purpose and limitations of different methods, which may be used for different clients with different needs
  65. how to determine the most appropriate method(s) for different clients and their particular needs
  66. how to tailor treatment appropriately for each individual
  67. how to assess the appropriateness of self-care strategies for the client
  68. relevant anatomy for safe needling practice
  69. relevant microbiology for safe clinical practice
  70. relevant physiology, pathology and pharmacology for any clinical healthcare practitioner
  71. relevant anatomy, physiology, pathology and pharmacology in order to recognise circumstances:
    - a. for which acupuncture is appropriate
    - b. where acupuncture must be used with caution
    - c. for which acupuncture is contra-indicated
    - d. for which acupuncture is inappropriate
  72. how to interpret the client's initial approach and manner and identify their needs

73. the amount of time which each assessment method is likely to take to establish the client's needs
74. how to establish valid and reliable information about the client and determine their priority of need
75. why it is important to explain the reasons for any delay between requests and assessment and/or treatment
76. how to support the client to make informed choices
77. the importance of agreeing the location and timing of the acupuncture sessions with the client, and the factors which may intervene and alter plans
78. the need to explain the nature of acupuncture treatment and possible outcomes, including adverse events and review processes

## PERFORMANCE CRITERIA

You must be able to do the following:

1. evaluate requests for acupuncture treatment(s) for their appropriateness
2. communicate verbally or in writing in a manner, and at a level and pace appropriate to the client
3. establish the client's particular requirements through sensitive questioning
4. assess the severity of the client's needs or the risk of their condition deteriorating
5. direct clients to alternative service providers where appropriate
6. ensure that any fee structures, charges and different methods of payment are clearly understood
7. explain possible outcomes and review processes to the client
8. arrange a suitable time and location for an initial assessment and agree those who should be present
9. explain clearly the reasons for any delay between requests and an assessment
10. record arrangements made for the meeting fully and accurately

## ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health.  
This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB6 Assessment and treatment planning