

## SERVICE CHECKLIST

## ELIGIBILITY CRITERIA

**Pharmacist assesses consumer needs and applies patient eligibility criteria (Approved Screening Tool):**

- Consumer is living at home in a community setting and has a valid Medicare or DVA card, and
- Consumer has not received a MedsCheck, Diabetes MedsCheck, Home Medicines Review (HMR) or Residential Medication Management Review (RMMR) in the previous 12 months.

**MedsCheck**

Consumer:

- Is taking five or more prescription medicines, or
- Has had a recent significant medical event (as defined in the Programme Specific Guidelines).

**Diabetes MedsCheck**

Consumer:

- Was diagnosed with type 2 diabetes within the past 12 months or their type 2 diabetes is less than ideally controlled, and
- Is unable to gain timely access to existing diabetes education/health services in their community.

Assessment of need

**Prior to consultation:**

- ▶ Pharmacist discusses the service and the consumer or consumer's carer provides informed consent.
- ▶ An appointment is made and the consumer is requested to bring all current medicines (prescription, non-prescription and complementary medicines) and any medication/monitoring devices to the appointment.
- ▶ A list is prepared of the consumer's medicines from the pharmacy's dispensary records.

**The consultation:**

- ▶ To be conducted by a registered pharmacist in the community pharmacy's designated consultation area (i.e. a screened area or separate room that is distinct from the general public area of the pharmacy).
- ▶ Aim is to facilitate discussion with the consumer, focusing on improving medicine use through education, self-management and medication adherence strategies.

Consultation and Service Elements

**Elements****Gather relevant information** from the consumer or consumer's carer:

- a. Verify and complete the list of the consumer's prescription, non-prescription and complementary medicines (Medicines List);
- b. Verify any allergies; and
- c. Identify any chronic conditions.

**Review and discuss** the use of all medicines and medication/monitoring devices, including:

- a. Assess medication adherence;
- b. Assess education needs including the provision of written information to support improved understanding and use of medicines;
- c. Provide education and guidance on correct use of medication/monitoring devices;
- d. Discuss management of chronic condition(s) including lifestyle factors related to medicine use and self-management; and
- e. Attempt to resolve any medication-related issues that have been identified from the information available.

**Develop a written Action Plan** including agreed consumer goals and actions and any agreed follow-up with the consumer's GP and/or other healthcare provider(s).Provide consumer with a copy of the **Consumer Report** which is the **Medicines List\*** and **Action Plan**.**Arrange agreed follow-up actions**, which may include:

- a. Contacting the consumer's GP or other healthcare provider(s); and
- b. Providing a copy of the Medicines List and/or Action Plan to the consumer's GP or other healthcare provider(s).

\* For example, a Patient Medication Profile (PMP).

Documentation  
and Payment

- ▶ **To claim payment for the MedsCheck or Diabetes MedsCheck service** complete the *Claim Template: MedsCheck and Diabetes MedsCheck Claim Items* spreadsheet available under the Resources tab on the 6CPA website and submit it online via the 6CPA Registration and Claiming Portal at [www.6cpa.com.au](http://www.6cpa.com.au)
- ▶ **File all consultation documentation** including the Consumer Report (Medicines List and Action Plan) and Claim Template.