To be eligible, patients must:

- Be adults who are 18 years and over
- Have a Medicare and/or DVA card
- Be taking over-the-counter medicine (e.g. Ibuprofen or paracetamol) or prescription medicine to treat pain that has been present for three months or greater
- Based on patient self-report, have not received a MedsCheck or HMR in the previous 12 months
- In the pharmacist’s opinion, there is an opportunity to improve self-management or address dependency concerns