PROMISe III: Consumer Information Sheet

Documenting Clinical Interventions in Community Pharmacy – PROMISe III (Pharmacy Recording of Medication Incidents and Services electronic documentation system)

**Invitation**
You are invited to participate in a research study into the value of documenting interventions and improving service provision within community pharmacies. The study is being conducted by Professor Gregory Peterson and Dr Peter Tenni from the School of Pharmacy, University of Tasmania, in collaboration with researchers from Curtin University, WA; Monash University, Victoria; University of Sydney, NSW; and the University of New South Wales.

1. **What is the purpose of this study?**
The purpose of this study is to determine the attitudes of consumers to the clinical interventions undertaken by pharmacists. A clinical intervention by a pharmacist is defined as any professional activity directed towards improving the safety and effectiveness of medication therapy, that results in a recommendation for a change in the patient’s medication therapy, means of administration or medication-taking behaviour.

2. **Why have I been invited to participate in this study?**
You are eligible to participate in this study because you have been subject to an intervention by your pharmacist. All consumers who have had an intervention are eligible to participate in this study.

3. **What does this study involve?**
The researchers will provide you with two copies of the written report of the intervention undertaken and the recommendations made. If you would like to participate in this study, we ask you to post one copy of the intervention report and the signed consent form to the University of Tasmania with the attached reply-paid envelope within a few days of receiving it. You keep the other copy for your own records or to take to the doctor if the pharmacist has recommended you attend a follow-up appointment. If you choose to participate in this study, we will take your contact number and a researcher from the University of Tasmania will make two phone calls to you. The first phone call will occur a few days after receiving your intervention report, where the researcher will discuss the intervention with you and ask some general questions about your demographics. A second phone call will occur two weeks later to determine if there was any result from the intervention that took place.
It is important that you understand that your involvement in this study is voluntary. While we would be pleased to have you participate, we respect your right to decline. There will be no consequences to you if you decide not to participate, and this will not affect your medical treatment. If you decide to discontinue participation at any time, you may do so without providing an explanation. All information will be treated in a confidential manner and your name will not be used in any publication arising out of the research. All of the information will be kept in a secure data repository that is password protected and is only accessible to the researchers involved in the study.

4. **Are there any possible benefits from participation in this study?**
During this study, all people will be receiving the same level of care from their pharmacist as they usually do, with the only difference being that the pharmacist will be recording the interventions they make. You may receive additional information or medical care due to the intervention being performed; however that level of care is not dependent on your willingness to participate in the study. The results of this study may improve the level of health care service available in Australian pharmacies and may prevent some people from a medication-related incident that requires hospitalisation. Upon successful completion of the phone-calls, the project team will provide you with a $10 Coles/Myer gift voucher to reimburse you for your time.

5. **Are there any possible risks from participation in this study?**
During this study, all people will be receiving the same level of care from their pharmacist as they usually do, with the only difference being that the pharmacist will be recording the interventions they make. Therefore, there are no specific risks anticipated with participation in this study. However, you are free to withdraw at any time and any personal information that you have already given will promptly be destroyed.

6. **How will my details be stored?**
Once you have consented, we will store your personal information on a computer within the School of Pharmacy at the University of Tasmania, where the details will not be identifiable with your name. The information will be protected through password encryption and will only be accessible by the research staff at the School of Pharmacy. At this stage, it is unlikely that the data will be destroyed in the foreseeable future as the data may be required for the national implementation of the PROMISe system.
7. What if I have questions about this research?

Information about this research project can be obtained from the PROMISe research team:

- Mackenzie Williams (Research Pharmacist)
  - Phone: (03) 6226 1094
  - Email: Mackenzie.Williams@utas.edu.au
- Josie Hughes (Research Pharmacist)
  - Phone: (03) 6226 1078
  - Email: Josie.Hughes@utas.edu.au
- Colin Curtain (Research Pharmacist)
  - Phone: (03) 6226 1096
  - Email: Colin.Curtain@utas.edu.au

A member of the Project Team would be happy to discuss any aspect of the research with you. You are welcome to contact us to discuss any issue relating to the research study.

Thank you for taking the time to consider this study.

If you wish to take part in it, please sign the attached consent form and return it in the reply-paid envelope with ONE copy of the ‘Consumer Intervention Record’ that the pharmacist gave you.

This information sheet is for you to keep.

This study has been approved by the Tasmanian Social Science Human Research Ethics Committee. If you have concerns or complaints about the conduct of this study, contact the Executive Officer of the HREC (Tasmania) Network on (03) 6226 7479 or email human.ethics@utas.edu.au. The Executive Officer is the person nominated to receive complaints from research participants. You will need to quote the ethics approval number ‘[H10388]’.