COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL PROGRAM

High Level Operational Workflow

Patient advises their Health Care Home (medical practice or Aboriginal Community Controlled Health Service) of their preferred pharmacy

Pharmacy receives email invitation from Health Care Home via shared care planning software

Pharmacy accepts invitation, gains access to the patient’s Shared Care Plan

Pharmacy contacts patient to arrange a time for initial consultation

INITIAL PATIENT CONSULTATION AT THE PHARMACY
- Obtain patient consent
- Reconcile medication
- Develop Medication Management Plan
- Identify and deliver pharmacy services to Tier 2 and Tier 3 patients

Communicate Medication Management Plan with Health Care Home (e.g. GP or care coordinator)

Upload Medication Management Plan to the Shared Care Plan

Book review consultation with patient

Collect Health Outcome Data and record in GuildCare NG

Claim for payment

REVIEW PATIENT CONSULTATION AT THE PHARMACY
- Assess if patient goals have been met
- Measure and report on health outcomes
- Consider other medication use
- Deliver pharmacy services to Tier 2 and Tier 3 patients

Communicate Medication Management Plan with Health Care Home if required

Upload Medication Management Plan to the Shared Care Plan

Collect Health Outcome Data and record in GuildCare NG

Claim for payment

Patient has three (3) review consultations over the duration of the Trial Program (which ends 30 November 2019). The interval between each review is at the discretion of the pharmacy in consultation with the patient/carer and Health Care Home.