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 discuss pharmacy services to Tier 2 and Tier 3 patients

Communicate Medication Management Plan with Health Care Home (e.g. GP or care coordinator). Discuss and qualify Tier 2 and Tier 3 service options.

Upload Medication Management Plan to the Shared Care Plan

Book review consultation with patient

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

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