

# COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL PROGRAM

## What you need to know

### 1. What are Health Care Homes?

A 'Health Care Home' is a general practice or Aboriginal Community Controlled Health Service (ACCHS) providing coordinated and flexible care for patients with chronic and complex conditions. Health Care Homes offer coordinated, integrated care that is tailored to patient needs by acting as a 'hub' for patient information and assisting with coordinating broader care with other health professionals.

Whilst this type of care is likely to benefit many patients with chronic conditions it is only available at 'Health Care Homes Practices'. You can check if a practice near you is a Health Care Home by visiting <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes>

### 2. What is the Community Pharmacy in Health Care Homes Trial Program?

The Community Pharmacy in Health Care Homes Trial Program is an initiative funded under the 6CPA to support the incorporation of medication management programs within Health Care Homes.

Pharmacies involved in the Trial Program will work in conjunction with the Health Care Home team by delivering patient-centred, coordinated medication management services. This includes a reconciliation of their medications and development of a collaborative Medication Management Plan, supported by three follow-up reviews by the community pharmacy to maximise continuity of care.

Community pharmacy and the Health Care Home team will work together to deliver the Medication Management Plan and ensure the patient's goals are achieved. Further bundled services may be offered based on patient need.

### 3. Why should I be involved?

The Community Pharmacy in Health Care Homes Trial Program offers an opportunity to work closely with the Health Care Home within a shared care model. This model of care has been shown to benefit patients.

These are remunerated programs through the 6CPA.

## Getting Involved

Enrolment into Health Care Homes is coordinated by a patient's general practice or ACCHS. When a patient enrolled in Health Care Homes nominates your pharmacy as their preferred pharmacy, you will be invited by the Health Care Home to become involved.

There are some steps your pharmacy can take to be prepared for patient invitations.

## Preparing your pharmacy for the Community Pharmacy in Health Care Homes Trial

### PHARMACY CHECKLIST

#### Registration stage

- Register your pharmacy for the Health Care Homes in Community Pharmacy Trial
  - Registration form available from the 6CPA website: <https://pharmguild.wufoo.com/forms/z177xdqn1tqr039/>
- Register your pharmacy for My Health Record
  - Review the fact sheet: Information for pharmacists at <https://www.myhealthrecord.gov.au/for-healthcare-professionals/my-health-record-in-community-pharmacy>
- All pharmacies engaged in the Trial Program have access to the Health Care Homes platform provided by GuildLink
  - If you have access to GuildCare NG, no further action required. You will automatically have access to the Trial Program recording platform once it is made available
  - If you are not a current GuildCare subscriber, registering for the Trial Program will allow your pharmacy to access the Health Care Homes recording platform provided by GuildLink at no cost. Your pharmacy details will be forwarded to GuildLink as a part of the Trial Program registration process.

#### Preparation stage

- Designate a Health Care Homes Team Leader to co-ordinate and drive the Trial Program
- Ensure your pharmacy is accredited by an approved Pharmacy Accreditation Program (e.g. QCPP)
- Download the Trial Program Rules
  - Available from the 6CPA website: <http://6cpa.com.au/medication-management-programs/community-pharmacy-in-health-care-homes/>
- Ensure your pharmacy meets the requirements for the program, including an allocated professional services space, and adequate pharmacy staff resources
  - Refer to program rules for further information

#### Communication stage

- Educate your pharmacy team about the program and ensure all staff know where to direct patients
  - Encourage key staff members to complete HCH education modules on the myCPD, myLearning, and Pharmaceutical Society of Australia learning platforms
- Contact your local Primary Health Networks to help liaise with local medical clinics
- Engage with local medical clinics and Aboriginal Community Controlled Health Services (ACCHS) and make sure that they have the pharmacy's contact details on record including email address and relevant contact person

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## Contact and resources list

### MY HEALTH RECORD

- Download pharmacist fact sheet, registration guide and FAQs from the *My Health Record in community pharmacy website*: <https://www.myhealthrecord.gov.au/for-healthcare-professionals/my-health-record-in-community-pharmacy>
- Further support available from the My Health Record Help Line: 1800 723 471.

### COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL INFORMATION

- Program Rules: available from 6CPA website

### PARTICIPATING MEDICAL CLINICS AND ACCHS

- A current list of participating medical clinics and ACCHS is available from <http://www.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes-professional>

### SOFTWARE REQUIREMENTS

#### Health Care Homes Recording Platform provided by GuildLink

##### Existing GuildCare Classic users

Registering for the Community Pharmacy in Health Care Homes Trial Program will allow pharmacies to access Health Care Home platform provided by GuildLink at no cost. Your pharmacy details will be forwarded to GuildLink as a part of the Trial Program registration process.

##### Existing GuildCare NG users

No further action required. You will automatically have access to the Trial Program recording platform when it becomes available.

##### Pharmacies who do not use GuildCare

Registering for the Community Pharmacy in Health Care Homes Trial Program will allow pharmacies to access Health Care Home platform provided by GuildLink at no cost. Your pharmacy details will be forwarded to GuildLink as a part of the Trial Program registration process.

### ONLINE TRAINING

- Pharmacist training:
  - myCPD: [mycpd.org.au](http://mycpd.org.au)
  - Pharmaceutical Society of Australia: [www.psa.org.au](http://www.psa.org.au)
- Pharmacy assistant training:
  - myLearning: [mycpd.org.au](http://mycpd.org.au)

### PARTICIPATING PRIMARY HEALTH NETWORKS

Adelaide PHN  
(08) 8219 5900  
[enquiry@adelaidephn.com.au](mailto:enquiry@adelaidephn.com.au)

Brisbane North PHN  
(07) 3630 7300  
[info@brisbanenorthphn.org.au](mailto:info@brisbanenorthphn.org.au)

Country South Australia PHN  
(08) 8565 8900  
[enquiry@countryphn.com.au](mailto:enquiry@countryphn.com.au)

Hunter, New England and Central Coast PHN  
1300 859 028  
[info@hneccphn.com.au](mailto:info@hneccphn.com.au)

Nepean Blue Mountains PHN  
(02) 4708 8100  
[admin@nbmphn.com.au](mailto:admin@nbmphn.com.au)

Northern Territory PHN  
(08) 8982 1000  
[ntphn@ntphn.org.au](mailto:ntphn@ntphn.org.au)

Perth North PHN  
(08) 6272 4900  
[info@wapha.org.au](mailto:info@wapha.org.au)

South Eastern Melbourne PHN  
1300 331 981  
[info@semphn.org.au](mailto:info@semphn.org.au)

Tasmania PHN  
1300 653 169  
[info@primaryhealthtas.com.au](mailto:info@primaryhealthtas.com.au)

Western Sydney PHN  
(02) 8811 7100  
[wentwest@wentwest.com.au](mailto:wentwest@wentwest.com.au)

For a full list of PHN contact details, see <http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Contacts>