

COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL PROGRAM

PROCESS GUIDE

Process	Steps	Notes
1 Register your pharmacy for the Trial	<ul style="list-style-type: none"> Register for the Community Pharmacy Trial Program via the 6CPA website if not already done so Registration form available from the 6CPA website: https://pharmguild.wufoo.com/forms/z177xdqn1tqr039/ All pharmacies registered for the Trial Program will have access to the Trial delivery and claiming software provided by GuildLink 	<ul style="list-style-type: none"> Ensure your pharmacy meets the requirements for the program (outlined in the registration form) refer to program rules for further information Program Rules. GuildCare NG subscribers will automatically have access to the Trial software – non-subscriber pharmacies may take a little longer.
2 Respond to patient Shared Care Plan Invitation	<ul style="list-style-type: none"> Locate email invitation to participate in the patient's Shared Care Plan (SCP) Log into patients Shared Care Plan (SCP) by following the instructions provided in the email invitation If it's stated, note the patient's Tier classification (Tier 1, 2 or 3) Familiarise yourself with the SCP layout, in particular how to upload the Medication Management Plan (MMP) PDF Familiarise yourself with each patient's notes and the contributions from the other health professionals 	<ul style="list-style-type: none"> You should only need to register your pharmacy once for the Shared Care Plan (SCP) – once logged in you will be able to access each patient's specific SCP HCH Practices/Aboriginal Community Controlled Health Service (ACCHS) don't always list the patient's Tier classification in the SCP <ul style="list-style-type: none"> If unavailable in the SCP you will need to confirm this detail when you contact the Practice/ACCH
3 Consult with GP/ACCHS	<ul style="list-style-type: none"> Contact the patient's Health Care Home coordinating Practice/ACCHS and confirm your participation in the patient's Shared Care Plan If required, provide a brief overview of the Community Pharmacy in Health Care Homes Trial Program If not stated, confirm each patient's Tier classification For all Tiers 2 and 3 patients, discuss service options available from the pharmacy 	<ul style="list-style-type: none"> Tier 2 and Tier 3 patients are funded to receive a supporting service as part of this trial and the details of the services need to be recorded in the patient's MMP. Additional information regarding this important requirement is listed on Page 6 of Section 4.4 of the Program Rules.
4 Prepare for the patient initial consultation	<ul style="list-style-type: none"> Open GuildCare platform - Create individual DRAFT Medication Management Plans for each patient <ul style="list-style-type: none"> Pre-populate as much information as possible prior to contacting the patient's and SAVE DRAFT (Do not COMPLETE) Open GuildCare platform - Contact each patient and book them in for their initial consultation <ul style="list-style-type: none"> During these patient conversations continue to add as much information as possible to the DRAFT MMP and then close to SAVE DRAFT Discuss patient consent process Pharmacist to start Medication Review/ Reconciliation process per patient filling out as much medication data as available and then close to SAVE DRAFT (Do not COMPLETE) 	<ul style="list-style-type: none"> If possible allocate time for a staff member to complete as much of the non-pharmacists administrative work as possible including: <ul style="list-style-type: none"> Set up the initial patient consultations Creating patient DRAFT Medication Management Plans Pre-populating each patient's DRAFT MMP with relevant data Try to establish patient consultations at time convenient for both the pharmacy and the pharmacist Cluster patient consultations together for convenience allowing 40-45 minutes per patient initial consultation

5 Conduct patient initial consultation	<ul style="list-style-type: none"> • Conduct each patient's initial consultation <ul style="list-style-type: none"> – Have patient review and sign consent form – Open GuildCare platform and access patient's MMP – Progress through the MMP, finalising the Medication Review and establish achievable goals – Discuss and confirm service options available to Tier 2 and 3 patients – Establish and confirm with patient follow up review consultation date and time <ul style="list-style-type: none"> > Try to allocate patient review consultations at time convenient for the pharmacy and the pharmacist > Cluster patient consultations together for convenience allowing 20 -30 minutes per patient review consultation – Finalise the MMP then close to COMPLETE providing patient with hard copy • The process will automatically action the pharmacy payment via the GuildCare platform (refer payment structure listed below) 	<ul style="list-style-type: none"> • The pharmacy must obtain appropriate consent from the patient prior to providing the Trial Program services. A copy must be retained for seven (7) years to support any payment made under the Trial Program. • Follow up review dates can be incorporated in the GuildCare platform and/or included in the patients Shared Care Plan • The timeframes between the initial medication reconciliation and follow-up reviews will be at the discretion of the pharmacy, in consultation with the Health Care Home and with consideration of the needs of the patient. • All patient Tiers are eligible for 3 follow-up reviews conducted by the pharmacy until the end of the trial (30 November 2019) • Patients should be provided with written notification confirming their next appointment
6 Post Initial Consultation	<ul style="list-style-type: none"> • Upload PDF version of the patient's completed MMP to their Shared Care Plan • Contact the Health Care Home Practice/ACCHS confirming completion of the initial consultation and discuss any issues of relevance and confirm patients follow up review date 	<ul style="list-style-type: none"> • Post consultation with HCH Practice/ACCHS can be done in bulk with one conversation covering off on multiple patients – at the discretion of the pharmacy and the Practice/ACCHS
7 Review Consultations (2nd, 3rd and 4th)	<ul style="list-style-type: none"> • Conduct each patient's Review consultation <ul style="list-style-type: none"> – Open GuildCare platform and access patient's MMP – Progress through the MMP updating any changes to medication and patient relevancies including hospitalisations and updates to set goals – Update information relevant to Tiers 2 & 3 service options – Establish and confirm with patient follow up review consultation date and time <ul style="list-style-type: none"> > Try to allocate patient review consultations at time convenient for the pharmacy and the pharmacist > Cluster patient consultations together for convenience allowing 20 -25 per patient consultation – Finalise updated MMP then close to COMPLETE providing patient with hard copy • The process will automatically action the pharmacy payment via the GuildCare platform (refer payment structure listed below) 	<ul style="list-style-type: none"> • Patient's follow up review dates can be incorporated as part of the GuildCare platform and/or included in the patient's Shared Care Plan • Updated information relevant to Tiers 2 & 3 service options can be incorporated into patient's clinical notes section of the GuildCare platform • Patients should be provided with written notification confirming their next appointment
8 Post Review Consultations (2nd, 3rd and 4th)	<ul style="list-style-type: none"> • Upload PDF version of the patient's reviewed, updated and completed MMP to their Shared Care Plan • Discretionary – Contact the Health Care Home Practice/ACCHS if there are any issues of relevance 	<ul style="list-style-type: none"> • Post consultation with HCH Practice/ACCHS can be done in bulk with one conversation covering off on multiple patients – at the discretion of the pharmacy and the Practice/ACCHS

Pharmacy Payment Structures

Patient Tier	Initial Consult	First Review	Second Review	Third Review
Tier One	\$128.95	\$96.60	\$96.60	\$96.60
Tier Two	\$367.45	\$335.10	\$335.10	\$335.10
Tier Three	\$434.95	\$402.60	\$402.60	\$402.60