

COMMUNITY PHARMACY IN HEALTH CARE HOMES TRIAL PROGRAM

Quick Process Guide to Inca Shared Care Plan



This Quick Process Guide covers the basic elements of receiving and accessing the Health Care Home patients Shared Care Plan (SCP) from the Inca platform.

It also includes information on how to upload the completed Medication Management Plan (PDF) to the patient's SCP – note that this must be done at the completion of every patient consultation.

First, locate the email invitation to participate in your patient's Shared Care Plan (SCP) from Inca then:

- Open the email and Log into the patient's Shared Care Plan (SCP) by following the instructions provided
- 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

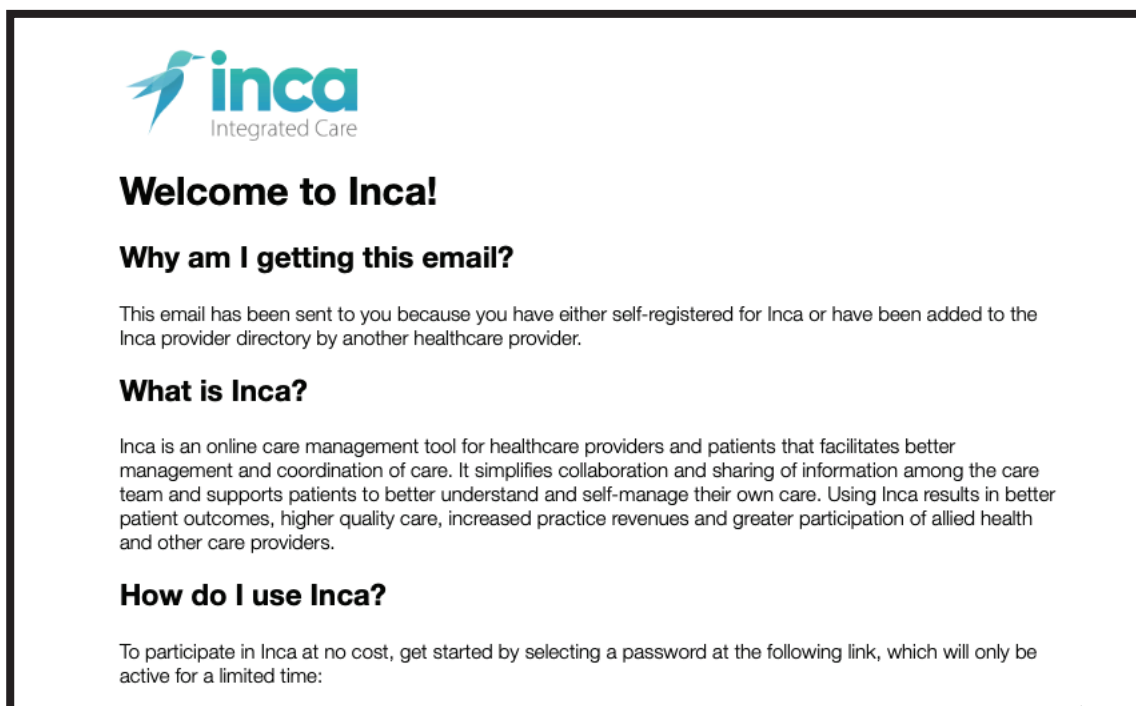
TIP:

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.

Health Care Homes Practices/Aboriginal Community Controlled Health Service (ACCHS) don't always list the patient's Tier classification in the SCP. If unavailable in the SCP you will need to confirm this detail when you contact the Practice/ACCH.

How to view your Health Care Homes patient's Shared Care Plan in Inca Platform

1. Locate the following email from Inca; if you aren't able to find it in your email inbox, check your *junk* folder:



*Note: if you cannot locate this email, simply contact Inca and ask for it to be re-sent
Email: support@precedencehealthcare.com Phone: 1300 236 638.*

2. Follow the instructions in the email to “Change your Password”, or if the link is no longer “Active”, select “Request Password Reset Link” and enter the username provided in the email:

How do I use Inca?

To participate in Inca at no cost, get started by selecting a password at the following link, which will only be active for a limited time:

Your username is: **ejohnson**

[Change Password](#)


Please be sure to choose a strong password (which must be a minimum of 8 characters in length, and contain a combination of letters, numbers and symbols).

If you experience any problems accessing this link please contact [Precedence Support](#).

You can also request a new link from our password reset page:

[Request Password Reset Link](#)

3. Log into Inca using the link and username provided in the above email (you will be asked to set a password if this is your first time using Inca):





Username

Password

[Forgot password?](#)

Don't have an account? [Register for Inca](#)

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4. Click on “Patients” to view your patients:



PREVIEW
inca Patients Appointments

5. Select "HCH Risk Stratification patients" to view your Health Care Homes patients:

Patients

Show **HCH Risk Stratification patients** from all organisations

Include hidden patients

Status Clinical Met

Patient Demographics		Health Care Home	
Name	Date of Birth	Name	Organisation
Mrs MARY HELD ¹	23-Nov-1953	Dr Mavis Black	Green Grass Family Clinic
Mr Maxwell Green ¹	6-Aug-1966	Dr Mavis Black	Green Grass Family Clinic

6. Select the patient's name:

Patient Demographics		Health Care Home	
Name	Date of Birth	Name	Organisation
Mrs MARY HELD ¹	23-Nov-1953	Dr Mavis Black	Green Grass Family Clinic
Mr Maxwell Green ¹	6-Aug-1966	Dr Mavis Black	Green Grass Family Clinic

[View health record of Mr Maxwell Green](#)

7. Select "Documents":

MG Maxwell Green 6-Aug-1966

Overview | Contacts | Health Summary | Measurements | Care Plan | Care Team | **Documents** | Progress Notes ¹ | Customise

8. Open the patient's SCP by clicking "Care Plan":

Current Care Plan

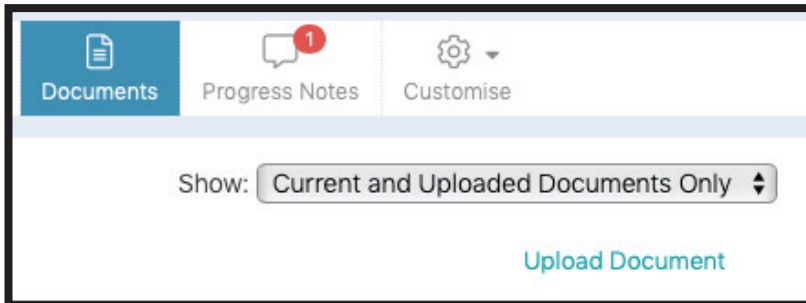
Document

Care Plan

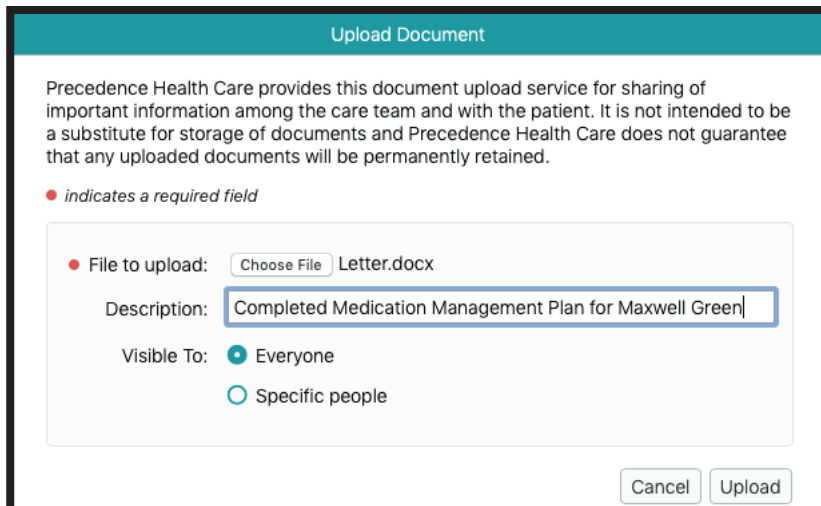
How to upload the completed Medication Management Plan (post patient consultation)

At the completion of each patient consultation you will be required to upload the completed and updated Medication Management Plan PDF to the patient's Shared Care Plan.

1. After each patient consultation finalise and download the patient's Medication Management Plan from the GuildCare system to your pharmacy computer
2. Open Inca system and navigate to the patient's record and select "Upload Document":



3. Locate the file containing the completed Medication Management Plan on your pharmacy system, and select "Upload":

A screenshot of the 'Upload Document' form. The form title is 'Upload Document'. Below the title, there is a disclaimer: 'Precedence Health Care provides this document upload service for sharing of important information among the care team and with the patient. It is not intended to be a substitute for storage of documents and Precedence Health Care does not guarantee that any uploaded documents will be permanently retained.' A red dot indicates a required field. The form contains the following fields: 'File to upload:' with a 'Choose File' button and the text 'Letter.docx'; 'Description:' with a text box containing 'Completed Medication Management Plan for Maxwell Green'; and 'Visible To:' with two radio button options: 'Everyone' (selected) and 'Specific people'. At the bottom right, there are 'Cancel' and 'Upload' buttons.

4. Log out of Inca

For further assistance with accessing Inca, or to have your patient's SCP invitation re-sent, please contact Precedence Health Care during 8:30am–7:00pm (AEST) Monday–Friday:
Email: support@precedencehealthcare.com Phone: 1300 236 638

Additional support and information for the Community Pharmacy in Health Care Homes Trial and how to provide the service to your patients is available on the 6CPA website: <http://6cpa.com.au/medication-management-programs/community-pharmacy-in-health-care-homes-trial-program-interim/> or contact 6CPA helpline on 1300 555 262 or email healthcarehomes@6cpa.com.au