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Service Information

Service objective

The GuildCare Blood Pressure program is designed to help pharmacists support patients who may benefit from:

- Blood pressure screening and cardiovascular risk assessment, and/or;
- Ongoing monitoring and disease state management of their existing condition.

Clinical service overview

It is likely that each patient’s conditions and situation will vary. As such, pharmacists must apply their clinical knowledge to the patient’s situation and provide appropriate advice, information and recommendation as they see fit. All equipment/therapeutic devices used for service delivery must comply with the QCPP Standards/Checklist requirements.

Screening

The clinical service consists of:

- Identifying patients who may be eligible for blood pressure screening and risk assessment;
- Assessing and documenting patient medication(s) and medical history;
- Measuring patient’s blood pressure (and heart rate) using an approved device;
- Recording and interpreting the results of the measurement(s), and;
- Providing relevant information/education and recommendations to patients based on results, and referring to prescriber for further testing where indicated.

Monitoring

The clinical service consists of:

- Identifying patients who may be eligible for blood pressure monitoring and/or disease state management;
- Assessing and documenting patient medication(s) and medical history;
- Measuring patient’s blood pressure (and heart rate) using an approved device;
- Recording, interpreting and discussing: the results of the measurement(s), any existing trends in the measurements;
- Providing relevant information/education and recommendations to patients based on results;
- Recording interventions, recommendations or actions made to improve the patient’s blood pressure control, and;
- Referring to prescriber where indicated.

Each follow up session with the patient is scheduled at the discretion of the pharmacist and patient.

As part of delivering this service, Pharmacists are under obligation to adhere to the relevant professional practice standards. This includes but is not limited to applying professional judgement to identify, record and report potential or actual medication related problems that are likely to be clinically significant for the patient (e.g. interactions, contraindications, incompatibilities, allergies, adverse drug reactions) to the patient’s Medical Practitioner, the Therapeutic Goods Administration and any other relevant entity. See Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration.
Documentation

During or after the Clinical Service, the GuildCare software ‘Documentation’ tab is completed and saved by pharmacy staff to record the patient outcomes. The pharmacy may print the completed ‘Documentation’ tab for the patient after each session as a Patient Handout if required.

Staff Roles

To allow for appropriate workflow and consistent delivery of this service, it is advised to inform and where appropriate, train staff members about the service the pharmacy is providing patients and their role in the pharmacy's procedure.

Facilities to support the program

Each service with a patient should be conducted in an area of privacy where confidential discussions with a patient can be conducted and not overheard by other patients at normal speaking levels. This should not be within the dispensary.

Pharmacy should ensure that all equipment/therapeutic devices used comply with Australian Standards, and are calibrated/maintained and serviced as per requirements outlined in QCPP T5B – Equipment Calibration/Maintenance Schedule and Record.

Software Information

Program Qualification and Notification

There are no criteria to qualify for this program. Either the patient requests, or the pharmacy invites the patient to participate as part of screening or management of the patient’s blood pressure (ad-hoc). GuildCare will prompt at the point of dispense for patients who are dispensed a predisone/presnisolone product (prompted).

Ad-hoc

Trained staff use the GuildCare software for patient enrolment and recording details of the service. To enrol a patient ad-hoc:

- Find and click on their name in the ‘Patients’ tab, or
- If the patient is new to GuildCare, click ‘Add Patient’ and follow the on-screen prompts.

Figure 1: ‘Add Patient’ button in ‘Patients’ tab

From the ‘Current Patient’ tab, click ‘Add’ and select ‘Blood Pressure’ from the Professional Service drop-down list then click ‘Enrol’.
Prompted

The GuildCare software will also identify patients by analysing their dispense history. It analyses all available dispense records of your pharmacy only. A pop-up notification will occur at the point of dispense for all patients using a prednisone or prednisolone product, including both new to therapy patients, and patients with previous dispense history of the medication, to prompt staff that the patient may benefit from being enrolled in the GuildCare Blood Pressure program.

Patient Decline

If the patient does not wish to participate, the pharmacist selects ‘Declined’ as the status. The patient will no longer be prompted at point of dispense to participate in the program.

Resources

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Source</th>
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<tbody>
<tr>
<td>Cardiovascular conditions – high blood pressure</td>
<td>Heart Foundation</td>
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<td>Hypertension - Clinical Information and resources</td>
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<td>Guidelines for the management of absolute cardiovascular disease risk</td>
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<td>T3C – Screening and Risk Assessment Checklist</td>
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<td>T3I – Disease State Management Service Checklist</td>
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<tr>
<td>T5B – Equipment Calibration/Maintenance Schedule and Record</td>
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<tr>
<td>Australian Medicines Handbook 2015</td>
<td>Cardiovascular drugs</td>
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Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration

Information for health professionals


The Therapeutic Goods Administration (TGA) is a division of the Australian Government Department of Health and Ageing and is responsible for regulating medicines and medical devices. The work of the TGA is based on applying scientific and clinical expertise to ensure that the benefits to consumers outweigh any risks associated with the use of medicines and medical devices. The TGA relies on the public, healthcare professionals and industry to report problems with medicines or medical devices so that the TGA can identify and respond to safety matters.

When to report

If a patient has experienced or you suspect they may be experiencing an adverse event relating to a medicine or medical device, report the adverse event to the TGA. Suspected adverse events should be reported the first time they occur, as well as any time they occur thereafter.

What to report

Please report any suspected adverse event that your patient(s) may be experiencing, in particular:

- serious reactions (e.g. resulting in hospitalisation)
- unexpected reactions (reactions not consistent with consumer medicine information or labelling)
- all suspected reactions to medicines recently introduced in Australia
- all suspected adverse events that may be caused by combinations of medicines (drug interactions)
- faults with medical devices resulting in an adverse event (keep the faulty equipment until you have contacted the TGA).

What to include in your report

In your report include (if applicable):

- basic details of the patient experiencing the adverse event – initials, date of birth, gender
- details of the adverse event or reaction – date it occurred, symptoms experienced (including duration), description of device fault resulting in adverse event, treatment required and outcome (if known)
- details of the medicine or device involved – name, description, dose, for a complementary medicine include AUST L number
- details of any other medicine(s) the patient experiencing the adverse event may be taking.

Report a medicine or medical device adverse event to the TGA

How to report

Report a suspected adverse event directly to the TGA using:

- GuildCare’s Adverse Events Recording module, sent electronically via a web service portal direct to the TGA

Alternatively:

**Medicines**

Phone: 1300 134 237 or 1800 044 114

Email: [adr.reports@tga.gov.au](mailto:adr.reports@tga.gov.au)

**Medical devices**

Phone: 1800 809 361

Email: [iris@tga.gov.au](mailto:iris@tga.gov.au)