Executive Summary

Program objective

The GuildCare Clinical Intervention program is designed to help pharmacists:

- Document clinical interventions performed during practice as part of the 6th Community Pharmacy Agreement (6CPA)
- Generate reports about clinical interventions to assist in claiming

Patient qualification

There will be no GuildCare software pop-up notification to prompt at the point of dispense. Pharmacists will initiate documentation ad hoc of a medication related problem through the GuildCare Clinical Intervention program.

Clinical Service

The pharmacist will conduct the service in accordance with relevant 6CPA guidelines and other relevant industry protocols.

As part of delivering the Clinical Intervention Recording 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. (For further information see Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration).

Reporting/Claiming

Claiming for clinical interventions conducted and recorded in accordance with the 6CPA requirements must be done through the 6CPA web portal. The GuildCare Clinical Intervention Report will assist pharmacy with claiming.

<table>
<thead>
<tr>
<th>Eligible Claiming Periods</th>
<th>Claim Due Date</th>
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<tbody>
<tr>
<td>1 January to 31 March (approx. 13 weeks)</td>
<td>14 April</td>
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<tr>
<td>1 April to 31 May (approx. 9 weeks)</td>
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Software Information

Program Qualification and Notification
There will be no GuildCare software pop-up notification to prompt at the point of dispense. All enrolments are ad hoc and initiated by the pharmacist.

Trained staff use the GuildCare software for patient enrolment and recording details of the clinical intervention. 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.

![Image of 'Add Patient' button in 'Patients' tab](image)

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

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

Recording Additional Clinical Interventions
Each additional clinical intervention for the patient will require creation of a new case as per the enrolment instructions above.

Recording OTC Clinical Interventions
OTC interventions can be recorded under a generic patient in GuildCare, i.e. ‘OTC Patient’. Generic patients can be added as per the enrolment instructions above. The pharmacist must ensure details of intervention including the name of the OTC medication(s) are documented in accordance with the guidelines.

If the pharmacist does not wish to continue after a Clinical Intervention case has been created, the pharmacist should select ‘Declined’ as the case status.

Managing Your Clinical Intervention ‘Favourites’ Templates
Clinical Intervention Favourites are a quick and easy way to complete your most frequent types of Clinical Interventions in GuildCare.

To set up or manage your templates:
1. Click ‘Manage My Favourites’
2. Select the template you wish to edit
3. Enter a nickname for the Favourite and any other categories/fields you wish to pre-define
4. Click ‘Save’
Figure 2: ‘Manage My Favourites’
Refer to the “Understanding Favourites” button in the program for more information.

**Reporting/Claiming**

Reporting for clinical interventions can be accessed via the GuildCare ‘Documentation’ tab under ‘Reports’.

There are two reports for clinical interventions:

- Clinical Intervention Report (contains D.O.C.U.T. category cases only)
- Services Summary Report (all D.O.C.U.M.E.N.T. cases)

Claiming for Clinical Interventions is done on a quarterly basis and must be submitted through the 6CPA web portal.

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**Staff roles**

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

**6th Community Pharmacy Agreement, QCPP Standards and Professional Guidelines**

If properly delivered and implemented alongside the Quality Care Pharmacy Program P2H – Clinical Interventions Policy, T2G – Clinical Interventions Checklist and PSA Standard and Guidelines for pharmacists performing clinical interventions, March 2011; this program should help pharmacies satisfy the requirements of the Pharmacy Practice Incentives (PPI) Clinical Interventions area. This does not infer that payment under the agreement is guaranteed. The GuildCare Clinical Intervention program simply provides documentation, recording and reporting capabilities. Pharmacies will need to consistently deliver the 6CPA PPI requirements for payment. Please refer to [http://6cpa.com.au/](http://6cpa.com.au/) for up-to-date information on the requirements for funding access.
Clinical Service Information

It is likely that each patient’s medication related problem will be different. The pharmacist must apply their clinical knowledge to the patient’s situation and provide appropriate advice, information and recommendation(s) as they see fit. The skills and knowledge required to conduct clinical interventions are developed through training external to GuildCare (see Resources for more information).

The GuildCare Clinical Intervention program is designed to help pharmacists document the clinical intervention in accordance with QCPP Standards/Checklist requirements.

The pharmacist completes the following as part of each service:

- Complete the professional practice requirements of a Clinical Intervention
- Record the clinical intervention using the required elements of the D.O.C.U.M.E.N.T. classification system under the 5CPA as seen in the Documentation Tab
- Record the recommendations
- Record any other information relevant to the clinical intervention including anticipated/actual results/outcomes
- Ensure the information is completed and saved into the Documentation tab (including saving the Case Status as ‘Intervention Completed’)
- Ensure any appropriate communication with the patient’s medical practitioners is completed
- Where relevant, follow-up the clinical intervention recorded with the patient and amend/edit the case

Documentation

The program has been designed to allow for flexibility of recording workflow. The pharmacist can either:

- Electronically record each intervention directly into GuildCare by following the structure of the Documentation tab in the GuildCare Clinical Intervention program (compulsory fields are outlined in red), or
- Print and record interventions on the ‘Blank Recording Template’ available in the program, then transfer information into GuildCare. It is recommended that these interventions are entered electronically into GuildCare at the end of each day.

Figure 3: ‘Blank Recording Template’
## Resources

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<tr>
<th>Title</th>
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<tr>
<td>Clinical Interventions</td>
<td>6CPA</td>
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<tr>
<td>PPI Programmes Specific Guidelines</td>
<td>6CPA</td>
</tr>
<tr>
<td>Documenting Clinical Interventions in Community Pharmacy: PROMISe III</td>
<td>The Pharmacy Guild of Australia</td>
</tr>
<tr>
<td>Standard and Guidelines for Pharmacists Performing Clinical Interventions</td>
<td>Pharmaceutical Society of Australia</td>
</tr>
<tr>
<td>QCPP P2H – Clinical Interventions Policy</td>
<td>QCPP Pharmacy Guild of Australia</td>
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<tr>
<td>QCPP T2G – Clinical Interventions Checklist</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

- 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

**Medical devices**

Phone: 1800 809 361

Email: iris@tga.gov.au