Executive Summary

Program objective

The GuildCare Staged Supply program is designed to help pharmacists:

- Document Staged Supply services performed during practice as part of the 6th Community Pharmacy Agreement (6CPA), and
- Generate Staged Supply dosing schedules to assist in the delivery of the service.

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 staged supply service through the GuildCare Staged Supply 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 Staged Supply 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.

Reporting/Claiming

Reporting for the GuildCare Staged Supply program can be found under the ‘Services Summary Report’. This report is accessed via the GuildCare ‘Documentation’ tab under ‘Reports’.

Pharmacies registered for the program with 6CPA will be paid an annual incentive for Staged Supply services conducted and recorded in accordance with the 6CPA requirements.
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.

Trained staff use the GuildCare software for patient enrolment and recording details of the Staged Supply. 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](image)

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

Default Staged Supply Settings
It is recommended that before delivering a staged supply service, the pharmacy’s default Staged Supply settings are setup. This only needs to be completed once unless there are changes to the pharmacy’s opening hours.

- Select ‘Defaults/Holidays’ from the ‘Supply Instructions’ section;
- Untick any days that the pharmacy is not open for business; and
- Enter dates of any public holidays where the pharmacy will not be open for business; click ‘Add Holiday’.

![Figure 2: Default pharmacy open days/holidays settings](image)
Staged Supply

Reporting/Claiming

Reporting for the GuildCare Staged Supply program can be found under the ‘Services Summary Report’. This report is accessed via the GuildCare ‘Documentation’ tab under ‘Reports’.

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Patient Decline

If the patient does not wish to participate, the pharmacist selects ‘Declined’ as the status.

Staff roles

To allow for appropriate workflow and consistent delivery of Staged Supply services, 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 P2K – Staged Supplies Policy, T2F – Staged Supplies Checklist and PSA Standard and Guidelines for pharmacists performing Staged Supply service for prescribed medicines, March 2011; this program should help pharmacies satisfy the requirements of the Pharmacy Practice Incentives (PPI) Staged Supply area. This does not infer that payment under the agreement is guaranteed. The GuildCare Staged Supply 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/ 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 Staged Supply services are developed through training external to GuildCare (see Resources for more information).

The GuildCare Staged Supply program is designed to help pharmacists document a Staged Supply service and generate a medication collection schedule in accordance with QCPP Standards/Checklist requirements.

The service may be initiated by a number of parties including:

- The prescriber (please note, only Staged Supply services initiated by the prescriber qualify for funding under 6CPA.)
- The patient or their carer
- The pharmacist
- Other healthcare professionals
Pharmacist Service/Documentation

The pharmacist completes the following as part of each service:

- Check and confirm patient details;
- Select the medication for the staged supply service;
- Record who the service was recommended by, any related payment details, and notes;
- Print agreement; confirm that the patient has read, agreed to and signed the pharmacy’s staged supply agreement by ticking the checkbox;
- Set the ‘Supply Quantity’, ‘Frequency’, and ‘Interval’; click ‘Calculate Schedule’
- Document the name of the pharmacist providing the staged supply service;
- ‘Print’ the medication Supply Schedule. Continue to document and complete the printed schedule at each medication supply.

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<th>Quantity Remaining (Target)</th>
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*Figure 3: Example calculated medication ‘Supply Schedule’*

**Resources**

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<td>Staged Supply</td>
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<td>Standards and Guidelines for Pharmacists Providing a staged supply service for prescribed medicines</td>
<td>Pharmaceutical Society of Australia</td>
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<tr>
<td>QCPP P2K – Staged Supply Policy</td>
<td>QCPP Pharmacy Guild of Australia</td>
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<tr>
<td>QCPP T2F – Staged Supply 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
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

**Medical devices**

Phone: 1800 809 361

Email: iris@tga.gov.au