MedsCheck / Diabetes MedsCheck

Protocol
October 2015
Version 1.1

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Service Information

Program objective

The GuildCare MedsCheck/Diabetes MedsCheck program is designed to help pharmacists:

- Document MedsCheck/Diabetes MedsChecks performed during practice as part of the 6th Community Pharmacy Agreement (6CPA);
- Produce professional patient and GP reports that contain a medication profile and action plan; and
- Generate reports about MedsCheck/Diabetes MedsChecks to assist in claiming.

6th Community Pharmacy Agreement, QCPP Standards and Professional Guidelines

To be eligible for payment under the 6CPA, pharmacies must be a Section 90 pharmacy, comply with the 6CPA Programme Specific Guidelines regarding the eligibility criteria, be registered with 6CPA to MedsCheck/Diabetes MedsCheck service provider and have access to the services of a Registered Pharmacist. If properly delivered and implemented alongside the *Quality Care Pharmacy Program T3K – In Pharmacy Medicine Review Checklist* and *PSA Standard and Guidelines for pharmacists medicines use review (MedsCheck) and diabetes medication management (Diabetes MedsCheck) services, July 2012*; this program should help pharmacies satisfy the requirements of delivering a MedsCheck/Diabetes MedsChecks service. This does not infer that payment under the agreement is guaranteed. The GuildCare MedsCheck/Diabetes MedsCheck program simply provides documentation, recording and reporting capabilities. Pharmacies will need to consistently deliver the service according to 6CPA requirements for payment. Please refer to [http://6cpa.com.au/medication-management-programmes/medscheck-diabetes-medscheck/](http://6cpa.com.au/medication-management-programmes/medscheck-diabetes-medscheck/) for up-to-date information on the requirements for funding access.

Staff roles

To allow for appropriate workflow and consistent delivery of MedsCheck/Diabetes MedsChecks, 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.

Facilities required to support the program

Each MedsCheck/Diabetes MedsCheck service should be conducted in a private area of the pharmacy that is physically separated from the retail trading floor where confidential sit-down discussions with a patient can be conducted and not overheard by other patients at normal speaking levels. This area should meet the requirements as outlined in the 6CPA MedsCheck and Diabetes MedsCheck Programme Specific Guidelines. Ideally this area would also have access to a computer with internet access and GuildCare installed. The pharmacist conducting the service must not be responsible for any other duties at the time of the MedsCheck/Diabetes MedsCheck.

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. The pharmacist must conduct the service in accordance with relevant 6CPA guidelines and other relevant industry protocols.
The clinical knowledge and skills required to adequately deliver this service are developed through training external to GuildCare. Guildcare aims to ensure that the documentation capacity of the software reflects the skills required to correctly and accurate record, and assist the discussion and reporting as per the standards.

**MedsCheck**

The clinical service consists of:

- **Step 1 - Patient Eligibility/Consent and Scheduling Appointment**
  - Identifying patients who may be eligible for a MedsCheck service;
  - Using the smart ‘eligibility criteria’ tool to confirm patient qualification for service;
  - Explaining to the patient, relevant information regarding the workflow, structure, purpose of the service and how their information will be handled, and obtaining patient consent;
  - Printing and providing to the patient, the ‘Patient Privacy Notification form’ and ‘Patient Handout’; and
  - Scheduling an appointment date for the MedsCheck service.

- **Step 2 - Service Appointment**
  - Listing any devices the patient is using, any allergies, and all chronic conditions.
  - Reviewing patient’s medication history and making appropriate updates to the information where required;
  - Identifying any issues or interactions based on the above;

- **Step 3 - Developing an Action Plan**
  - Selecting any relevant recommendations in the Outcomes/Recommendation to patient section;

- **Step 4 - Saving the completed MedsCheck, printing the Patient Report for patient which includes their Patient Medication Profile and a list of their medications, and the Action Plan; and**
  - Printing a report for prescriber/other health care professional.

**Diabetes MedsCheck**

In addition to the steps listed above for MedsCheck, the clinical service for a Diabetes MedsCheck consists of:

- Measuring the patient’s relevant Clinical Measurements;
- If the patient self-monitors blood glucose levels at work, assessing their skills, technique and level of knowledge around monitoring and diabetes control; and
- Discussing and completing questions around patient’s lifestyle and daily living.

As part of delivering the MedsCheck/Diabetes MedsCheck 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).
Software Information

Program Qualification and Notification
To enrol a patient into this service, the patient must meet the criteria as set out in the 6CPA MedsCheck/Diabetes MedsCheck Programme Specific Guidelines. Either the patient requests, or the pharmacy invites the patient to participate in the service (ad-hoc). GuildCare will prompt at point of dispense for patients who may be eligible for the service according to their medication history (prompted). Pharmacists must use the eligibility criteria screening tool to confirm if patient meets the service criteria.

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 ‘MedsCheck/Diabetes MedsCheck’ 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 with:
- Five or more medications in their dispense history (MedsCheck); or
- Have not had metformin dispensed in the past 6 months and are picking up an original prescription or ‘5/0’ deferred supply (Diabetes MedsCheck); or
- Have recently started metformin therapy (Diabetes MedsCheck); i.e. dispense history includes:
  - First time original prescription and repeat 1; or
  - First time original prescription and repeat 2; or
  - First time original prescription, repeat 1 and repeat 2; or
  - Repeat 1 and repeat 2 with no previous history.

The notification is to prompt staff that the patient may be eligible for a MedsCheck/Diabetes MedsCheck service.
**Recording Additional MedsCheck/Diabetes MedsChecks**

Each additional MedsCheck/Diabetes MedsCheck for the patient will require creation of a new case as per the enrolment instructions above. A new case will not be able to be created for a period of 12 months as each patient can only qualify for one (1) MedsCheck/Diabetes MedsCheck service every 12 months.

**Documentation**

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

- Electronically record each MedsCheck/Diabetes MedsCheck directly into GuildCare by following the structure of the Documentation tab in the GuildCare MedsCheck/Diabetes MedsCheck program (compulsory fields are outlined in red), or
- Print and record notes from the MedsCheck/Diabetes MedsCheck service on the ‘Blank Worksheet’ available in the program, then transfer information into GuildCare. It is recommended that these notes are entered electronically into GuildCare as soon as the service has been completed.

**Reporting/Claiming**

Claiming for MedsCheck/Diabetes MedsChecks conducted and recorded in accordance with the 6CPA requirements must be done through the 6CPA web portal. MedsCheck and Diabetes MedsCheck services must be claimed within thirty (30) days from the date of the patient interview.

The date of the interview for each case can be found under the ‘Medicines Check’ section in the GuildCare MedsCheck/Diabetes MedsCheck program.

[Insert screenshot]

The MedsCheck Claim Report has been pre-formatted to generate ready to submit excel claim forms.

To generate a claim form:

1. Select the MedsCheck Claim Report under GuildCare ‘Documentation’ tab > ‘Reports’

![Figure 3: MedsCheck Claim Report](image)
2. Select the date range required for the claim, ensure ‘Excel Format’ is ticked then click ‘Preview’

![Image of preview with selected date range and Excel format]

Figure 4: Generating the MedsCheck excel claim form

3. Save the claim form to your computer as a spreadsheet by selecting ‘Excel 97-2003’ from the drop down list. This document is ready to be uploaded to the 6CPA portal.

![Image of saving claim form as an excel spreadsheet]

Figure 5: Saving the claim form as an excel spreadsheet

Patient Decline

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

Resources

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<thead>
<tr>
<th>Title</th>
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<tbody>
<tr>
<td>MedsCheck and Diabetes MedsChecks</td>
<td>6CPA</td>
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<td>MedsCheck and Diabetes MedsCheck Programme Specific Guidelines</td>
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<td>Guidelines for pharmacists providing medicines use review (MedsCheck) and diabetes medication management (Diabetes MedsCheck) services</td>
<td>Pharmaceutical Society of Australia</td>
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<tr>
<td>T3K – In Pharmacy Medicine Review 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