Service Information

Program objective

The GuildCare Referral / Interprofessional Collaboration program is designed to help pharmacists:

- Record written or verbal communication between the pharmacy and other healthcare professionals; and
- Generate professional written patient referral letters.

Clinical service overview

The clinical service consists of the pharmacist exchanging communication with another health care professional in verbal or written format and documenting the details of the exchange in the GuildCare Referral/Interprofessional Collaboration program.

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.

It is recommended that the pharmacy implements its own policy on referring patients to health care professionals. The Quality Care Pharmacy Program P2I – Interprofessional Collaboration Policy may guide the development of the pharmacy’s policy.

As part of delivering the Referral/Interprofessional Collaboration 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).

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.
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 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.

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

From the ‘Current Patient’ tab, click ‘Add’ and select ‘Referral/Interprofessional Collaboration’ from the Professional Service drop-down list then click ‘Enrol’.

Recording a Verbal Communication
To ensure accurate and complete documentation of a patient’s medical history, discussions conducted verbally with another healthcare professional can be recorded quickly and easily using the GuildCare Referral/Interprofessional Collaboration program.

1. Record details of the healthcare professional by either:
   a. Selecting from the existing prepopulated list, or
   b. ‘Create a new referee’ and typing in the details
2. Record details of the pharmacist – most of this information will have prepopulated from dispense
3. Select reason for communication (e.g. to discuss a clinical intervention, recommend a staged supply service etc…)
4. Select ‘Verbal’ and enter notes regarding the verbal discussion
5. Click ‘Save’

Generating a Written Referral Letter
To generate a written referral letter:
1. Complete steps 1-3 as per ‘Recording a Verbal Communication’
2. Select ‘Written’ and enter content of referral letter
3. Click ‘Save’ or ‘Save and Print Letter’

Patient Decline
If the pharmacist does not wish to continue after a Referral/Interprofessional Collaboration case has been created, the pharmacist should select ‘Declined’ as the case status.
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)