How to conduct Diabetes MedsCheck For Pharmacy Assistants

13th August 2013
Welcome to the Guild Clinical MedsCheck for Pharmacy Assistants Webinar. This interactive workshop has been specifically designed to provide you with information on the rules regarding Diabetes MedsCheck but more importantly how you can conduct Diabetes MedsCheck in your pharmacy.

The interactive training course involving discussions and workshops will be facilitated by Belinda Nankivell. Assessment will be carried out at the end of the session by completing a Diabetes MedsCheck Worksheet.

Welcome,
Introduction and aims of Diabetes MedsCheck,
Aim of the Workshop
Criteria for Conducting MedsCheck
Pharmacy Assistants and MedsCheck
Targeting Eligible Patients
Strategies to provide the MedsCheck Service
Communication
Documentation
Claiming
Resources

We trust you get the most out of your Guild Clinical training session. We value your opinions and encourage you to share them with us.

Please feel free to contact us any time on (02) 9467-7132 or at: guildclinical@nsw.guild.org.au.

All the best

Carlene Smith

Carlene Smith
Guild Clinical Co-ordinator Training
MedsCheck Webinar

Facilitator

Belinda Nankivell BPharm

Belinda Nankivell is the Pharmacy Practice Officer at the Pharmacy Guild of Australia NSW Branch. She helps to assist pharmacies to implement SCPA services. Belinda graduated from the University of Queensland and has a community pharmacy background. She has been very active at a pharmacy level implementing professional services. Her passion for pharmacy and its role in the community helps to create training that improves clinical knowledge and is practical for pharmacists.
MedsCheck
Community Pharmacy Service for patients who live in the community
Pharmacy Assistant Update

MedsCheck Aim
- Identify problems that the patient may be experiencing with their medicines
- Help the patient learn more about their medicines including how medicines affect medical conditions
- Effective use of medicines by patients
- Educate patients about how to best use and store their medicines

Criteria for conducting MedsCheck
- Must be a section 90 Pharmacy
- Follow PSA Professional Practice Guidelines
- Approved MedsCheck Service Provider
- Service performed by a registered pharmacist
- Pharmacist conducting the service is not responsible for dispensing or undertaking other duties
- Service conducted in a screened area where the patient can sit
Pharmacy Assistants are absolutely necessary for the success of this service

Pharmacist conducting the service is not responsible for dispensing or undertaking other duties

These criteria mean that you must protect your pharmacist while the MedsCheck service is in progress.

MedsCheck and Diabetes MedsCheck

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Pharmacy Assistants are absolutely necessary for the success of this service

- You can help identify patients who are eligible for a MedsCheck through:
  - dispensing their medicines (5 or more medicines)
  - assisting at the counter (patients been in hospital)
  - identifying new medications when taking Scripts In (new diagnosis/condition)

MedsCheck and Diabetes MedsCheck

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Pharmacy Assistants are absolutely necessary for the success of this service

- You can use your pharmacy’s booking system to book patients for their interview and call them to remind them when to come in.
- You can assist the pharmacist by starting the current medication list.
- You can organise fact sheets to support the pharmacist with different conditions.

MedsCheck and Diabetes MedsCheck
Pharmacy Assistants are absolutely necessary for the success of this service

- Assist pharmacist with claiming MedsCheck and Diabetes MedsCheck monthly.
- Check claim forms are filled in correctly and are signed and dated by patient.
- Claim cover sheet is filled in appropriately with the correct number of services performed in the month.
- Fax Claim cover sheet and Payment application forms to Medicare Australia

Targeting Patients Who Meet The Eligibility Criteria for MedsCheck...

- They live in the community setting
- They have a valid Medicare number or DVA card
- They have not had a MedsCheck or HMR in the last 12 months
- They take 5 or more prescription medicines OR
- They have had a recent significant event

Recent significant event is defined as....

A recent event or new diagnosis that has the potential to impact on the patient’s medication adherence or knowledge of their medicine regimen and may increase the risk of medication misadventure

- Newly diagnosed condition
- Hospital admission
These are patients that you know.....

• There is Mrs Jones who is always confused and you have to help her find her scripts
• There is old Mr Simpson who just comes in when he feels like it and each time asks what the tablets are for
• There is Mrs Brown who comes in with her daughter and has always run out of tablets the week before

You know who will benefit from this service

Strategies to provide the MedsCheck Service

Once the pharmacy has registered to provide the service....

• Consider how you will promote the service
• Posters
• Flyers
• Talking to patients when they pick up scripts
• When patients use NDSS for the first time in your pharmacy

Documents are freely available on 1800 555 262

Strategies to provide the MedsCheck Service

Once the pharmacy has registered to provide the service....

• Discuss with your managers to decide which day works for your pharmacist to conduct MedsCheck
• Organise a diary in the pharmacy to make it easy to make appointments
• Help younger staff to understand the service so they can speak with patients about the service and make appointments on a specific day
• Pre-prepare list of medicines from pharmacy history
MedsCheck is.....

About Adherence, Education and Self Management
To find out about adherence you need to consider

Patients who can benefit need to feel that the MedsCheck Service can help them so good communication is crucial...........

Communication can be Crucial!

Giving the patient information in a non-judgmental way....
Being positive about the benefits but, of course, always being considerate and empathetic
Documentation

- Once the Service is complete, you may be involved in making the Claim and filing the documentation
- Be organised, file consent, medicines list, report in a way that can be retrieved easily
- Remember you may have to find these documents next year!

Documentation and claiming

- There are 2 forms for Claims
  - MedsCheck Program Claim cover sheet
  - MedsCheck Program Payment Application
- MedsCheck $60
- Claims submitted by the 14th of the month routinely paid in the next month
- File all consultation documentation for 7 years

Claiming:
Other Services you can be involved with

• Diabetes MedsCheck
• Home Medicines Review

Consider how these services can be streamlined

Resources to help you

www.5cpa.com.au
• Program Specific Guidelines
• Factsheets
• FAQs
• PSA Standards and Guidelines
• MMR Terms and Conditions
• QCPP checklist
Thank you for your attendance, we hope you find MedsCheck a useful service to offer to your patients.
The Guild Pharmacy Academy

Professional training for community pharmacy including:
- All Pharmacists
- Interns
- Pharmacy Assistants
- Pharmacy Managers

Incorporating:
- Guild Training (Pharmacy Assistants)
- Guild Clinical Training (Pharmacists, Interns)
- Guild Intern Training (Interns)
- Guild Business Training (Pharmacists, Interns, Pharmacy Assistants, Pharmacy Managers)

My CPD

As part of national registration all pharmacists will need to keep records of their continuing professional development (CPD) and you can record your CPD @ www.guildtraining.com.au

Any pharmacist may use this website to keep track of their CPD points, as required under national registration. The site also includes a calendar of CPD eligible events for each State and Territory.

Make a commitment to quality ...

For more information on Training Courses, please contact:

**Guild Training**  
(Pharmacy Assistants)  
Telephone: (02) 9467 7130  
Facsimile: (02) 9467 7165  
Email: patraining@nsw.guild.org.au

**Guild Clinical Training**  
(Pharmacists, Interns)  
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Facsimile: (02) 9467 7181  
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(Pharmacists, Interns, Pharmacy Assistants, Pharmacy Managers)  
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Facsimile: (02) 9467 7181  
Email: businesstraining@nsw.guild.org.au

**Guild Intern Training**  
(Interns)  
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Facsimile: (02) 9467 7125  
Email: interntaining@nsw.guild.org.au
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