Program Guide

April 2013
Introduction

The PEI Pharmacists Association is pleased to introduce you to the PEI PharmaCheck™ program. This program represents the results of much hard work and planning as we begin the framework for a new era of expanded pharmacy services in PEI.

We are happy to move forward and begin this initiative as we work together with government on our mutual goal of improving the health and wellness of all Islanders. We will continue to work hard on expansion of this, and other initiatives, that allow pharmacists to use their knowledge and expertise to the full benefit of their patients.

We hope you find this document helpful in explaining the program to you, and hopefully it makes the process of integrating medication reviews into your practice easier.

Acknowledgement

The PEI Pharmacists Association would like to thank the Canadian Pharmacists Association for their collaboration in developing this program. We are grateful for their guidance and collaboration in adapting their PharmaCheck™ program to meet the needs of our province.

PharmaCheck™ is a trademark of the Canadian Pharmacists Association and is used under license.
What is the PEI PharmaCheck™ program?

The program is a comprehensive medication review service delivered by pharmacists to eligible patients consisting of:

- A basic medication review with up to four follow-ups per year
- A diabetes-specific medication review with up to four follow-ups per year

The documents that are included in the PEI PharmaCheck™ program include:

- Patient screening form: Am I Getting the Most from my Medication?
- PEI PharmaCheck Medication Review Reminder Form
- Medication Review 4-Part document for BASIC medication review:
  - My Medication Check-Up
  - Medication Review Interview Flowchart
  - Medication Review Interview Worksheet
  - Medication Review Follow Up
- Medication Review 4-Part document for DIABETES-specific medication review:
  - My Diabetes Medication Check-Up
  - Diabetes Medication Review Interview Flowchart (*includes Part C – Diabetes Management*)
  - Diabetes Medication Review Interview Worksheet
  - Diabetes Medication Review Follow Up
- Personal Medication Record
- Prescriber Communication Letter

What are the goals of the PEI PharmaCheck™ program?

The overall goal of the program is to provide a clinical pharmacy service focusing on proper usage of prescription and non-prescription medications and proper management of the patient’s disease states to achieve better health outcomes.

Specifically the program will focus on:

- Improvement of the patient’s knowledge of and adherence to their medication therapy.
- Optimization of medication therapy choices to achieve better outcomes.
- Reduction of potential risks associated with their medication therapy.
- Discussion of any potential lifestyle/non-medication treatments that might help in achieving better health outcomes.
• Development of action plans on identified issues and follow-up with patients and/or other health care providers where needed.
• For diabetes patients, an enhanced discussion and evaluation of diabetes-related issues to achieve better outcomes.
• Provision of a current and accurate medication list for the patient to take home at the end of the medication review.

**Where can I find details on the provincially reimbursed program?**

Please refer to the communication “Provincially Reimbursed Medication Review Guidelines” from the PEI Department of Health and Wellness for details on:

• Patient eligibility
• Billing information
• Documentation requirements
• Audit procedures

**How is the program delivered?**

**Step 1: Identify Eligible Patients**

Eligible patients are identified as candidates by a number of means:

• Internal store reporting
• Referral from a health care provider
• Pharmacy team identification
• Patient self-referral
• Completion of the screening tool “Am I getting the most from my medication?” (Appendix A)
Not all patients identified by this screening tool may be eligible for a government-funded PharmaCheck™ medication review but may be offered a review to be paid for individually or by other third party provider.
Step 2: Book Appointments

If the patient is determined to benefit from a medication review they should be booked into a one-on-one appointment with the pharmacist or alternatively can be incorporated into your dispensary workflow. Please schedule appropriately based on complexity of patient needs. Diabetes patients will take extra time to complete also. As a reminder of the appointment schedule we have developed an appointment reminder form for store use (Appendix B).

The patient should be asked to arrive 5-10 minutes prior to the appointment as there will be some information they will be asked to provide prior to the interview. It is recommended patients be given a reminder call the day before their appointment to ensure it is not forgotten.

Step 3: Arrive and Prepare for Appointment

Once they arrive for their appointment, the patient should be asked to complete Section 1 “My Medication Checkup” from either the Basic PharmaCheck™ or the Diabetes PharmaCheck™ (Appendix C or D). If they have not already done so, it might be a good idea to have them complete the “Am I Getting the Most From My Medication” screening tool as a means of encouraging dialogue and identifying potential problems.
Step 4: The Interview Process

The pharmacist will then invite the patient into the appointment and begin the medication review.

It is highly recommended that the review take place in a private or semi-private area of the pharmacy to ensure patient privacy, put them at ease, and help build a strong relationship of respect for the professional service offered.

The first step should be a review of the patient’s answers to Section 1. Then the pharmacist will continue with the interview process, using Section 2 “Medication Review Interview Flowchart” as a guide to ensure all the key aspects of the review are discussed.

The form has built in features to document areas reviewed, pharmacist comments, and a flag as to whether future follow-up will be required.

Both Parts A (medication) and B (general knowledge) are to be completed in this section.
Please note that the Diabetes PharmaCheck™ has an additional Part C (diabetes management) to be completed for those patients.
Step 5: The Thought Process

The pharmacist may document all issues, actions, and required follow-up in Section 3 “Medication Review Interview Worksheet”. This section is for the pharmacist to use as a means of documenting their thoughts and recommendations that arise throughout the interview process. It should serve as a summary of the medication review.

Step 6: Personal Medication Record

One of the key steps in the PharmaCheck™ program is the provision of an up to date Personal Medication Record (Appendix E). This serves to reinforce the information discussed in the review and further improve patient adherence with their medication therapy.

There are also sections to document key information related to medical conditions and allergies as well as the agreed upon action plan and follow-up date. Any action plan items MUST be documented so that the patient has a take-home copy of their action plan.

To help further efficiency of the review process, the record could be partially completed before the review in electronic format and the remainder completed and printed immediately following the review.

Many pharmacy software systems have built in programs to generate these records which may be used also, provided they print the same information.
Step 7: Prescriber Communication

Where deemed appropriate we have developed a Prescriber Communication Letter (Appendix F) which can be used to communicate issues and recommendations from the review back to the patient’s physician or other prescriber as information only, or for action.
Step 8: Follow-up

The PharmaCheck™ program allows up to four Follow-ups within 12 months of either the full Basic PharmaCheck™ or full Diabetes PharmaCheck™.

This may be documented using Section 4 “Medication Review Follow-up” which documents the issues, interventions, outcomes, further follow-up and pharmacist who completed the follow-up.

If a new Personal Medication Record is required, one should be provided as part of the Follow-up service offering. Where appropriate a new Prescriber Communication Letter could also be completed.

Please refer to the government guidelines for eligibility criteria for follow-ups.

Resources

Some useful resources on conducting a medication review may be found on the CPhA website: http://www.pharmacists.ca/index.cfm/education-practice-resources/patient-care/pharmacheck/

There is also a useful resource that contains some suggested interventions to patient responses on the “Am I Getting the Most from My Medication” screening tool (Appendix G).