

Queensland Community Pharmacy Pilots - Registration Information Pack

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1 Overview

This document provides information related to the registration process for pharmacy owners and pharmacists seeking to participate in the Queensland Community Pharmacy Pilots. This includes the Queensland Community Pharmacy Scope of Practice Pilot (the **Scope of Practice Pilot**) and the Queensland Community Pharmacy Hormonal Contraception Pilot (the **Hormonal Contraception Pilot**).

1.1 Overview of the pilots

The Australian Government Productivity Commission identified that using pharmacists, and other health professionals, to their full scope of practice is an efficient and effective way to improve access to healthcare delivery and lessen the impacts of workforce shortages and distribution problems, particularly in regional and rural communities.

In October 2020, the Queensland Government made a commitment to work with the Pharmaceutical Society of Australia (Queensland), the Pharmacy Guild of Australia (Queensland) and other stakeholders to design and implement a pilot of pharmacists practicing to their full scope, including prescribing activities, in North Queensland. In September 2023, the Minister for Health, Mental Health and Ambulance Services and Minister for Women announced the expansion of the Scope of Practice Pilot to encompass the entire state of Queensland. Scope of Practice Pilot services commenced in April 2024.

In March 2024, the Minister announced the establishment of a separate training pathway for pharmacists to prescribe medication for hormonal contraception under a new Hormonal Contraception Pilot. This Hormonal Contraception Pilot is due to commence in July 2024.

The aim of the pilots is to increase access to high-quality, integrated, and cost-effective primary health care services for Queensland communities, regardless of where they live.

2 Eligibility

Queensland community pharmacies and pharmacists working within these pharmacies may apply to participate in either the Scope of Practice Pilot, the Hormonal Contraception Pilot, or both pilots.

Each pilot has specified participation requirements for both the participating pharmacy and participating pharmacists who wish to provide services at a participating pharmacy.

It is the responsibility of the pharmacy owner (or authorised delegate) to ensure that these requirements are met and remain in place for the duration of the pharmacies' participation in delivering pilot services.

Pharmacies located in Queensland, and pharmacists who are employed at a pharmacy located in Queensland, are eligible to participate once they have met the relevant participation requirements and have been approved by Queensland Health to participate in the relevant pilot/s.

2.1 Scope of Practice Pilot

The requirements set out in sections 2.1.1 and 2.1.2 are mandatory requirements for pharmacies and pharmacists to participate in the Scope of Practice Pilot. These requirements must be met in order to register, and be authorised by Queensland Health, to participate in the Scope of Practice Pilot.

2.1.1 Pharmacy requirements

Pharmacies must meet the following requirements to be authorised to provide services under the Scope of Practice Pilot:

1. The Pharmacy must contain a private consultation area suitable for pilot service delivery, which:
 - a. Has a sufficient floor area within the consultation room for the required equipment and furniture to deliver care effectively and comfortably to the patient.
 - b. Is suitably enclosed and sound-proof to ensure patient privacy and confidentiality.
 - c. Has sufficient lighting to effectively examine the patient and conduct the consultation.
 - d. Maintains a comfortable ambient temperature.
 - e. Has access to hand washing facility (including sink) to ensure appropriate infection control measures are achievable.
 - f. Has flooring that is easy to clean.
 - g. Has appropriate storage space to safely and hygienically store clinical and non-clinical consumables.
 - h. Has a computer with the pilot Clinical Information System available and accessible during the consultation.
 - i. Has a printer or access to a proximal printer to be able to provide physical documentation to the patient.
 - j. Contains an examination table, or all-purpose fully reclinable bed-chair, that is suitable for patient examinations and procedures.**
 - k. Contains a desk and office chair for pharmacists that has appropriate space for a computer and to appropriately conduct the consultation.
 - l. Contains adequate seating for the patient and a guardian/carer.
 - m. Has a hand sanitising station that can be used by the pharmacist and patient (alcohol concentration of between 60% and 80% volume per volume ethanol or equivalent).
 - n. Has safe and sanitary disposal bins for sharps and other consumables as well as the relevant process in place for waste management.

- o. Has a First Aid kit, an emergency response protocol, an [anaphylaxis response kit](#) and ready access to the Australian Immunisation Register to manage adverse events. Additionally, access to an AED is preferred but not mandatory.
 - p. Has access to a height measurement device.
 - q. Has access to a scale or weighing machine.
 2. The pharmacy must have implemented the specified MedAdvisor clinical information system, to collect patient information and consultation notes as well as data requirements for the evaluation of the pilot.
 3. The pharmacy must hold current Quality Care Pharmacy Program (QCPP) accreditation.

2.1.2 Pharmacist requirements

A pharmacist must meet the following requirements to be authorised to provide services under the Scope of Practice Pilot.

1. The pharmacist must demonstrate successful completion of an approved training program that covers the knowledge and skills required to deliver pilot services. Available course options are listed on the [Participation Requirements](#) webpage.
2. The pharmacist must hold general registration with the Pharmacy Board of Australia with no conditions on practice.
3. The pharmacist must hold professional indemnity insurance that explicitly covers the activities of the pilot, for the duration of the pharmacists' participation in the pilot.

2.2 Hormonal Contraception Pilot

The requirements set out in sections 2.2.1 and 2.2.2 are mandatory requirements for pharmacies and pharmacists to participate in the Hormonal Contraception Pilot. These requirements must be met in order to register, and be authorised by Queensland Health, to participate in the Hormonal Contraception Pilot.

2.2.1 Pharmacy requirements

Pharmacies must meet the following requirements to be authorised to provide services under the Hormonal Contraception Pilot:

1. The Pharmacy must contain a private consultation area suitable for service delivery, which:
 - a. Ensures patients' privacy and confidentiality.
 - b. Has sufficient space to allow the presence of the following: the patient; a carer if necessary; the pharmacist undertaking the consultation; consumables; equipment; and documentation.
 - c. Has seating for the patient and their carer during the consultation.

2. The pharmacy must have implemented the specified MedAdvisor Hormonal Contraception module, to collect patient information and consultation notes as well as data requirements for the evaluation of the pilot.
3. The pharmacy must hold current QCPP accreditation.

2.2.2 Pharmacist requirements

A pharmacist must meet the following requirements to be authorised to provide services under the Hormonal Contraception Pilot:

1. The pharmacist must demonstrate successful completion of an approved training program that covers the knowledge and skills required to deliver Hormonal Contraception Pilot services. Available course options are listed on the [Participation Requirements](#) webpage.
2. The pharmacist must hold general registration with the Pharmacy Board of Australia with no conditions on practice.
3. The pharmacist must hold professional indemnity insurance that explicitly covers the activities of the Hormonal Contraception Pilot, for the duration of the pharmacists' participation in the pilot.

3 Registration process

To participate in one or both of the Queensland Community Pharmacy pilots, community pharmacy owners (or authorised delegate) and pharmacists must register and be authorised by Queensland Health.

For clarity:

- If a pharmacy owner or pharmacist wishes to participate in the Scope of Practice Pilot, they must register and be authorised by Queensland Health to participate in the Scope of Practice Pilot.
- If a pharmacy owner or pharmacist wishes to participate in the Hormonal Contraception Pilot, they must register and be authorised by Queensland Health to participate in the Hormonal Contraception Pilot.
- If a pharmacy owner or pharmacist wishes to participate in both pilots, they must register and be authorised to participate in both pilots.

Pharmacy owners, or an authorised delegate, are required to complete the registration form on behalf of their pharmacy, as well as on behalf of the participating pharmacists working within their pharmacy/ies.

The pharmacy owner, or an authorised delegate, must provide a number of declarations throughout the registration process, in relation to the readiness of the pharmacy and the pharmacists that intend to provide pilot services at that pharmacy.

It is important to note that some participation requirements differ between the Scope of Practice Pilot and the Hormonal Contraception Pilot. If during the registration process you select that you would like to participate in both pilots, you will be required to provide information and declarations which are relevant to both pilots.

3.1 Pilot registration form requirements

Sections 3.1.1 and 3.1.2 below set out the details that the pharmacy owner (or authorised delegate) will be required to provide through the registration process.

Section 3.1.3 describes the declarations that the pharmacy owner (or authorised delegate) will be required to confirm prior to submitting the completed registration form.

Pharmacy owners (or authorised delegates) will not be required to upload documentation during the application process. The Department of Health will undertake checks against the information provided in the registration form, including verification with education providers regarding training courses completed. Regular compliance checks will also occur to ensure information that is provided through the registration form remains current for the duration of a pharmacy's participation in the relevant pilot/s.

3.1.1 Pharmacy details

- Pharmacy name
- Pharmacy address
- Pharmacy email address
- Pharmacy phone number
- Pharmacy website
- MedAdvisor ID (if available)
- Health Provider Identifier number
- Pharmacy owner/authorised representative name
- Pharmacy owner/authorised representative email address
- Pharmacy owner/authorised representative phone number
- Pharmacy owner/authorised representative Ahpra number (if applicable)
- Indication of which pilot/s the pharmacy is registering to participate in
- Confirmation of the suitability of the private consultation room for the relevant pilot/s
- Confirmation of implementation of the specified MedAdvisor software for the relevant pilot/s
- Confirmation of QCPP accreditation.

3.1.2 Participating pharmacist/s details

- Pharmacist name
- Pharmacist email address
- Pharmacist phone number
- Pharmacist Ahpra registration number
- Indication of which pilot/s the pharmacist has completed training for
- Confirmation of completed training
- Confirmation of general registration with the Pharmacy Board of Australia
- Confirmation of suitable professional indemnity insurance.

3.1.3 Declarations

- Pharmacy owners (or authorised delegates) will be required to make the following declarations:
 1. I own or am otherwise authorised to act on behalf of the pharmacy named in this registration form;
 2. The information I have provided in this form is complete, true and correct; and
 3. If I have provided any personal information in relation to another person, such as participating pharmacists at my pharmacy, I have confirmed that they agree to the disclosure to the Department of Health and to participate in the pilot.
- I will notify the Department of Health within five (5) business days if there are any changes to the business name or contact details for the pharmacy, or a change in the clinical services (pilot services) provided by the pharmacy named in this registration form.
- I understand that in order to participate in the Queensland Community Pharmacy Scope of Practice Pilot or the Queensland Community Pharmacy Hormonal Contraception Pilot:
 1. Both my pharmacy and the participating pharmacist/s providing services at my pharmacy must meet the relevant participation requirements.
 2. Both my pharmacy and the participating pharmacist/s providing pilot services at my pharmacy must be authorised to participate in the relevant pilot, prior to pilot services commencing.
 3. My pharmacy must abide by the established consultation fee schedule that has been set by the Department of Health for all pilot services.
 4. My participating pharmacist/s and I must adhere to the terms and conditions set out in the relevant Pilot Handbook, and any guidelines and protocols for the relevant pilot issued by the Department of Health.
 5. I must continue to meet the pharmacy owner eligibility criteria for the duration of my pharmacy's participation in the pilot/s.
 6. My participating pharmacist/s will need to continue to meet the eligibility criteria for the duration of their participation in the pilot/s, at my pharmacy.

- I understand that following authorisation of my pharmacy to participate in the relevant pilot, my pharmacy details will appear in the [Queensland Community Pharmacy Pilot look up directory](#).
- I understand that giving false or misleading information is a serious offence and may result in expulsion from the relevant pilot.

3.2 Registering additional pharmacists

Pharmacy owners (or authorised delegates) with a pharmacy that has already been approved to participate in one or both of the Queensland Community Pharmacy Pilots, and who wish to register additional pharmacist/s to participate in one or both pilots should contact the Pilot Coordination Team at qld-pharmacyscopepilot@health.qld.gov.au to progress an individual pharmacist application.

Similarly, if a locum pharmacist wishes to register to participate in one or both pilots, they should contact the Pilot Coordination Team at qld-pharmacyscopepilot@health.qld.gov.au to progress an individual pharmacist application.

Authorisation for one pilot does not guarantee eligibility and/or authorisation for another.

A range of example scenarios have been provided below to clarify the correct use of the online pilot registration form.

Scenario 1

Zara owns pharmacy A and is seeking authorisation for pharmacy A to participate in the Scope of Practice Pilot. Zara has reviewed the pilot participation requirements for the Scope of Practice Pilot and believes her pharmacy meets all of the pharmacy participation requirements. Zara also has three pharmacists who have completed the required training for the Scope of Practice Pilot and have met all of the pharmacist participation requirements.

Zara should apply to participate in the Scope of Practice Pilot using the [online pilot registration form](#).

Scenario 2

Stephan owns pharmacy B which has been authorised to participate in the Hormonal Contraception Pilot. A pharmacist at pharmacy B has now completed all training for the Scope of Practice Pilot and Stephan is now seeking authorisation to participate in the Scope of Practice Pilot. Stephan has reviewed the participation requirements for the Scope of Practice Pilot and believes his pharmacy meets the participation requirements, including the consultation room requirements.

Stephan should apply to participate in the Scope of Practice Pilot using the [online pilot registration form](#).

Scenario 3

Jane owns pharmacy C which is authorised to participate in the Scope of Practice Pilot and the Hormonal Contraception Pilot. Marco is a new pharmacist who has recently started working at pharmacy C and Jane is seeking authorisation for Marco to provide services through the Hormonal Contraception Pilot. Marco has completed the required training for the Hormonal Contraception Pilot and Jane has confirmed that he meets all of the remaining participation requirements.

Jane should contact the Pilot Coordination Team at qld-pharmacyscopepilot@health.qld.gov.au to progress an individual pharmacist application for Marco.

Scenario 4

Sophie is a locum pharmacist who has completed an approved training course for the Hormonal Contraception Pilot. Sophie wants to become authorised to participate in the Hormonal Contraception Pilot so that she can offer this service when she works at a pharmacy that is authorised to participate in the Hormonal Contraception Pilot.

Sophie should contact the Pilot Coordination Team at qld-pharmacyscopepilot@health.qld.gov.au to progress an individual pharmacist application.

3.3 Notification of change in details

Details provided through the registration process are used to inform the [Queensland Community Pharmacy Pilot look up directory](#).

Pharmacy owners (or authorised delegates) are required to notify the Pilot Coordination Team at qld-pharmacyscopepilot@health.qld.gov.au if any of the following details for a participating pharmacy change:

1. The contact details for the pharmacy owner (or authorised delegate)
2. The address of the pharmacy
3. The contact details for a participating pharmacist
4. The pilot services that are being provided at the pharmacy (e.g. if staff changes result in a pharmacy only being able to offer hormonal contraception services and not the full range of services available through the Scope of Practice Pilot).

The Pilot Coordination Team must also be notified if a participating pharmacy stops providing pilot services, so that these details can be updated onto the Queensland Community Pharmacy Pilots look up directory.

4 Frequently asked questions

Do I need to complete two pilot registration forms if I would like to participate in both the Scope of Practice Pilot and the Hormonal Contraception Pilot?

If you wish to participate in both the Scope of Practice Pilot and the Hormonal Contraception Pilot, you are only required to complete one pilot registration form. Within this registration form, you should indicate that you wish to participate in both pilots.

For the avoidance of doubt, separate authorisation is required for each pilot, however the registration form can be used to apply for authorisation to participate in both pilots.

I was authorised for the Scope of Practice Pilot prior to the commencement of the Contraception Pilot. Does this mean that I am automatically able to continue delivering hormonal contraception services once the Hormonal Contraception Pilot commences?

Yes. If you are already authorised to participate in the Scope of Practice Pilot prior to the commencement of the Contraception Pilot, you will be automatically registered into the Hormonal Contraception Pilot. You will receive a separate authorisation email from Queensland Health confirming your participation in the Hormonal Contraception Pilot.

I have completed the education requirements for the Scope of Practice Pilot, do I need to complete the Hormonal Contraception education course in addition?

No. If you have successfully completed the clinical training component for the Scope of Practice Pilot (the James Cook University *Extended community practice pharmacists* course) you do not need to complete additional training to participate in the Hormonal Contraception Pilot. You must however still register to participate in the Hormonal Contraception Pilot.

How can I update my pharmacy details, including a change in contact details or when a participating pharmacist is no longer employed at my pharmacy?

Pharmacy owners, or the authorised delegate, should email the Pilot Coordination Team (QLD-PharmacyScopePilot@health.qld.gov.au) to update any details related to their participating pharmacy/ies.