

Queensland Community Pharmacy Pilot – Newsletter

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. In this edition we share a pharmacist spotlight, guidance on using AI in clinical documentation, a reminder about the Check-in process and requirements for finalising draft consultations.

Pharmacist spotlight - Jennifer Kimber



Q: What have you enjoyed most about delivering pilot services?

“What I enjoy most is seeing the immediate impact on patient care while helping shape the future scope of our profession. Each consultation reinforces that pharmacists are essential to primary care. Instead of saying “You’ll need to see a doctor,” we can act promptly, support patients effectively, and strengthen trust in our role as healthcare providers. Being part of the Pilot isn’t just about delivering a service, it’s about proving that pharmacist prescribing works safely, compassionately, and with real benefit to patients. Every consult moves us toward being recognised as an important part of primary care.”

Q: What tip would you share with other pharmacists?

“You’ve done the training. You’ve been assessed as competent. Now trust your skills and knowledge. Don’t wait until you “feel ready.” Start before you feel comfortable. Confidence doesn’t come first; it comes from doing (remember your first influenza vaccination?!). Begin with one consult, one protocol, one condition. Set up your workflow, document well, communicate clearly with local GPs, and refine as you go. Every consult you deliver becomes evidence. Every positive outcome becomes advocacy. You’re not just providing a service; you’re helping shape the future of pharmacy-based patient care.”

Use of AI

Artificial Intelligence technology and systems (AI) are being integrated rapidly across many areas of healthcare, making it essential to ensure its use is safe, ethical and responsible. Regardless of the technology used, practitioners remain responsible for delivering safe, high-quality care and for ensuring their practice meets the professional obligations set out in their Code of Conduct.

If you choose to use AI as part of your practice:

- You are **accountable and responsible** for reviewing and verifying all AI generated content to ensure accuracy prior to finalising the documentation.

- You must be **transparent** with your patients about the use of AI, including how it may impact collection and use of their personal information. For example, patient information entered into a public generative AI tool becomes part of the public domain.
- You must obtain and document **informed consent** if AI tools capture personal patient data. This includes where AI tools record verbal consultations as there may be criminal implications if consent is not obtained.
- You must maintain patient **confidentiality and privacy** and comply with the relevant legalisations including the federal [Privacy Act 1988](#) and the Queensland [Information Privacy Act 2009](#).

For further detailed information on AI and medico-legal responsibilities please refer to this [AHPRA fact sheet](#).

Check-Ins

The Check-in process is part of a series of quality and safety activities that occur throughout the duration of the Pilot. Check-ins are an important part of ensuring that pharmacies and pharmacists are well supported to deliver high-quality services and to identify ongoing opportunities for continuous improvement.

The process includes two components:

- **Compliance check:** A desktop check of ongoing compliance with pilot participation requirements.
- **Check-in conversation:** A discussion between participating pharmacists, the pharmacy owner and the Pilot Coordination Team which focusses on your feedback about the pilot and aims to understand aspects of the Pilot that are working well, where there are opportunities for improvement and where additional support is needed.

Please keep an eye out for an email from the Pilot Coordination Team with a link to book your Check-in conversation at a time that suits you.

Draft consultations

Participating pharmacists are reminded to review and finalise all draft consultations within the Clinical Information System within **24 hours of the consultation** to ensure clarity and completeness of the clinical documentation. Draft consultation records also impact on pilot quality and safety monitoring and evaluation activities.

Pharmacists should implement a process to review and close out draft consultation records at the end of each day. Please refer to the [Chronic Conditions Management Pilot Handbook](#) for further information and guidance.