

Queensland Community Pharmacy Pilot – Newsletter

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. This edition we share a reminder on the requirement to generate professional communications, information on accessing patient information through MyHealthRecord, and contact details for MedAdvisor support pathways.

Professional Communications

Timely and comprehensive sharing of information with other members of a patient's healthcare team is essential for ensuring continuity of safe and high-quality care.

As outlined in the [Pilot Clinical Protocols](#), it is a requirement that professional communications are generated following each pilot consultation.

As a reminder:

- For patients with **no previous diagnosis** of the chronic condition they are accessing treatment for, management may be commenced, with a **concurrent referral provided to their usual healthcare provider**.
- For patients with an **existing diagnosis** of the chronic condition they are accessing treatment for, management and/or monitoring may be commenced, with a **consultation summary provided to their usual healthcare provider**.

The Pilot Quality and Safety Subcommittee conducts monthly reviews of professional communication rates for pilot services, including monitoring pharmacist's compliance with mandatory referrals.

To be appropriately captured in the Pilot Clinical Information System (CIS), professional communications should be either:

- Generated as a pdf and provided to the patient's usual care provider, or directly to the patient if they do not have a usual care provider and/or do not wish the information to be shared.
- Generated as a secure communication and sent to the patient's usual care provider electronically through the Clinical Information System.

If a patient declines consent for their information to be shared with their usual care provider, this should be documented in the clinical record.

Pathology

Reviewing patient pathology to inform high-quality care is an important component of assessing and managing patients under the Pilot.

- If you **initiate** a pathology request (e.g. through iMedical), please ensure you:
 - tick the 'does the patient require pathology request?' box in the CIS; and
 - clearly document the request in the treatment plan section of the clinical record.
- If you **refer** the patient for pathology (e.g. refer the patient to their usual GP for pathology) please ensure you:
 - tick the 'does the patient require pathology request?' box in the CIS; and
 - tick the 'referral made' box and select the reason for referral as 'requires further investigation or tests, including pathology'.
- If you **access** pathology results through MyHealthRecord please ensure you:
 - clearly document this in the objective section of the clinical record.

Ensuring this information is clearly recorded in the CIS helps maintain the integrity and quality of clinical documentation.

MedAdvisor Support

If you are experiencing issues or require assistance with the Pilot CIS, please contact the MedAdvisor support team at:

- Email: support@medadvisor.com.au
- Phone: 1300 125 343