

Queensland Community Pharmacy Chronic Conditions Management Pilot

PDL consultation fee subsidy

From 1 January 2026, Pharmaceutical Defence Limited (PDL) will subsidise the consultation fee for services delivered under the Queensland Community Pharmacy Chronic Conditions Management Pilot. PDL is subsidising Pilot consultation fees to enable robust evaluation of the safety, quality and value of pharmacist-delivered chronic conditions management services, and to better understand the role that pharmacists can play in supporting the delivery of primary healthcare services.

Commencement and scope of services covered

The subsidy will commence on 1 January 2026 and applies **only to consultations for Chronic Conditions Management Pilot services**. It does **not** apply to:

- Medicines management services (including continued dispense for a consumer who is on a medication for a chronic condition), or
- Any other business-as-usual community pharmacy prescribing services (i.e. for acute common condition and health and wellbeing services).

Commencement and scope of services covered

The subsidy applies to the **consultation fee only**. The cost of any medicines prescribed, tests required, or consumables used as part of the consultation are not subsidised and remain payable by the consumer.

Consumer information and consent requirements

For each subsidised Pilot service, pharmacists must ensure that consumers are informed of the **usual consultation fee** that would apply if the service were not subsidised, and **that the consultation fee is being subsidised by PDL**.

Consumer information will be provided separately by PDL to participating pharmacies and **must be provided to consumers receiving subsidised Pilot services**.

Pharmacists must also continue to ensure that **financial consent is obtained prior to commencement of the pilot service**, as costs associated with medicines, pathology testing and/or consumables may still apply.

Administration of subsidy payments

MedAdvisor will administer the subsidy funding to participating pharmacies. Any enquiries relating to subsidy payments or claiming processes should be directed to MedAdvisor, using the contact details below:

Email: support@medadvisor.com.au

Phone: 1300 909 917

Key reminders

- The subsidy does not change existing eligibility criteria, clinical protocols, documentation requirements, or professional communication expectations under the Pilot. **Pilot services should only be provided to consumers where their presentation indicates a genuine clinical need for the service, consistent with Pilot eligibility criteria.**
- Accurate documentation of consultations remains essential, and the Pilot Coordination Team will continue to audit consultation records to identify areas for improvement.