

Queensland Community Pharmacy Pilots – Newsletter # 18

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. In this edition, we share important reminders about antibiotic prescribing for otitis media, the requirements for medicines management services, and the finalisation of draft records.

Mandatory referral reminder - antibiotic prescribing for acute otitis media

Pharmacists are reminded of the mandatory referral requirement when prescribing antibiotic therapy for the management of acute otitis media. This requirement is in place to support professional communication across members of the patient's healthcare team.

Key requirements:

- A written referral should be generated through the Clinical Information System.
- The clinical documentation should identify that a referral has been provided.

The Pilot Coordination Team is available to assist with any questions regarding referral documentation.

Medicines management services

Medicines management services include continued dispensing, therapeutic adaptation, and therapeutic substitution.

Recent medicines management record audits have highlighted variability in practice and the quality of documentation. To ensure compliance with regulatory requirements, pharmacists are reminded that:

- Substituted medicines must be from the same therapeutic class, with an equivalent pharmacological means of action, and equivalent therapeutic effect.
- The quantity of medicine supplied must allow for an equivalent treatment duration to the original prescription.

A clinical record must be completed for every medicines management service provided, which should document the details of the service (including the medicine provided) and the reason for the adaptation or substitution.

Action required for draft consultation records

As we prepare for the transition of some pilot services to business-as-usual on 1 July 2025, one of the key actions for pharmacists is to ensure that all draft consultation records are finalised prior to transition.

There still remain a large number of consultations in draft form, including over fifty consultations that have been in draft for more than three months.

All draft consultation records for acute common condition, health and wellbeing and hormonal contraception services must be finalised by midnight, 30 June 2025.

The Pilot Coordination Team will be contacting individual pharmacists with outstanding draft consultations over the coming days.

If you are experiencing issues and require additional assistance with finalising records, please contact the MedAdvisor support team at support@medadvisor.com.au or 1300 125 343.