

# Queensland Community Pharmacy Pilots – Newsletter # 10

Dear colleagues,

Welcome to your regular update on the Queensland Community Pharmacy Pilots. This edition includes information about clinical documentation and professional communications and the Clinical Information System training environment.

## Clinical documentation and professional communication

As pilot services continue to be delivered across the state, it's important to reiterate the importance of clear, comprehensive clinical documentation and professional communication in delivering high-quality, patient-centred care.

The Pilot Handbooks outline the requirements for timely documentation of consultation records and written referrals. This includes:

- Consultation records should be finalised within 24 hours of the consultation.
- Where a referral is required by the clinical practice guideline or clinical protocol, the participating pharmacist must ensure that a written referral is generated in the Clinical Information System. This is a mandatory requirement of participation in the pilots.
- Where a referral is not required, a consultation summary should be generated in the Clinical Information System.
- Following the consultation, it is best practice for the referral or the consultation summary to be provided to the patient and, with the patient's consent, electronically shared with the patient's usual GP or care provider(s) via secure messaging.
- If a patient declines a referral, this should be documented in the clinical record.

As part of the quality and safety monitoring of pilot services, the Quality and Safety Subcommittee reviews monthly the proportion of consultations that result in professional communication being generated, including monitoring compliance with mandatory referrals.

For further detail, including examples of expected clinical documentation and professional communication standards, please refer to the [Pilot Handbooks](#).

## Clinical Information System training environment

MedAdvisor provide a **training environment** which allows pharmacists to interact with, and develop familiarity with the pilot Clinical Information System, outside of the live environment.

The training environment must be used for any testing or trialling of functionality within the Clinical Information System. Test consultation records **should not** be created in the live Clinical Information System as this impacts pilot quality and safety monitoring and evaluation activities. Please contact MedAdvisor on the details below to gain access to the training environment.

- Email: [support@medadvisor.com.au](mailto:support@medadvisor.com.au)
- Phone: 1300 125 343