

Queensland Community Pharmacy Pilot – Newsletter

Dear colleagues,

Welcome to an update on the Queensland Community Pharmacy Chronic Conditions Management Pilot. This time, we share two pharmacist spotlights and information on the use of AI in pharmacist prescribing activities.

Pharmacist Spotlights

This issue includes a special spotlight on two pharmacists sharing practical insights and their experiences in delivering chronic conditions management services.

Lucy Bliss

We asked Lucy to share her thoughts on providing Pilot services.



What tips do you have, or tools do you use to produce high quality and comprehensive documentation?

“I use a template I have created that highlights all the questions I need to ask to help me follow the consult structure. The last webinar run by the Guild on the Pilot was a helpful recap about the importance of documentation and I tweaked my template to help me cover all the necessary things that were commonly being missed. I also use Heidi Health to record the consult as I found it very difficult to remember everything discussed. I found I didn’t listen as thoroughly if I was trying to type while questioning the patient, so I find the AI tool gives me peace of mind to listen and respond accordingly without having to note down in real time what was discussed. The templates within Heidi Health are great to enable cut and paste when recording my notes which markedly reduces the time spent post consult on documentation”

What’s one thing you’ve learned about clinical documentation through the Pilot that you wish you’d known at the start?

“We were taught about the importance of clinical reasoning to explain a diagnosis in our training, but I failed to put the dots together that this thought process must be written out in our consults. I didn’t do this very well when I first started consulting as it wasn’t part of the conversation I had with the patient, so I found it easy to forget to document how I made my

clinical decisions. I also didn't think to document that the patient had consented to being recorded, even though I was always sure to ask them. It makes perfect sense that this needs to be part of the clinical record, but it was something I missed"

Sarah Joseph

We asked Sarah (second from right) to share her thoughts on providing Pilot services.



What tips do you have, or tools do you use to produce high quality and comprehensive documentation?

"In regard to the documentation - we have created templates for each full scope condition. This structures the consult into focussed questions, red flags, social history, medical history, observations, diagnosis, treatment, review and safety net. I find this helpful, so I don't miss any information. I take brief notes during the consult and also use the template as a checklist. I finish the documentation once the patient has left".

What's one thing you've learned about clinical documentation through the Pilot that you wish you'd known at the start?

One thing I wish I'd learned from the start is that taking notes during the consult is ok as it shows you are listening and gathering important information. As long as you are making eye contact regularly the patient doesn't mind. The documentation part takes a lot longer than I initially thought.

In the future AI would help with speed but I still like the idea of a checklist relevant to each condition.

AI in pilot service delivery

AI tools are increasingly being used in healthcare settings to assist with documentation through transcription and summarisation of patient-provider conversations. While these tools can improve efficiency and reduce administrative burden, they also carry risks if relied upon without appropriate safeguards, including documentation inaccuracies and potential deskilling over time.

The latest [Practice Alert](#) outlines key considerations for the use of AI in pharmacist prescribing and recommends a hybrid approach to notetaking – combining manual documentation with AI assistance – to support reasoning, professional skill maintenance, and documentation quality while meeting legal and professional obligations.

We encourage you to review this Practice Alert and consider how this can be applied in day-to-day practice.