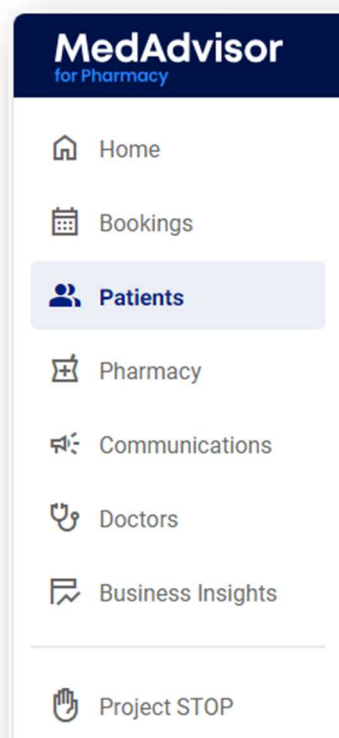


## How to complete a Hospital MedsChecks service in MedAdvisor for Pharmacy

MedAdvisor for Pharmacy allows pharmacists to complete a Hospital MedsCheck or Hospital Diabetes MedsCheck consultation with a patient who meets the eligibility criteria. Please follow these steps:

- In MedAdvisor for Pharmacy, select **Patients** in the left-hand menu.



- Search for the patient by surname, first name, address, Medicare number or date of birth OR select from the **Recently dispensed customers** list OR select **Add patient** to manually enter the patients details

**Patients** Consent Forms Reports Service settings + Add patient

Search patient by "Surname", "First name", "Address", "Medicare number" or "D.O.B (dd/mm/yyyy)"

patient Clear Search

HINT: You can refine your search by adding more keywords and separating with space or comma

Total results found: 4

| Surname ↑ | First name | User Type            | Address                        | Mobile     | Medicare    |                               |
|-----------|------------|----------------------|--------------------------------|------------|-------------|-------------------------------|
| PATIENT   | LAURA      | <span>Sign up</span> | 1 TEST ST, CAMBERWELL VIC 3124 | 0405148894 | 24159750111 | <span>Record Service</span> ▼ |
| PATIENT   | PENNY      | <span>Sign up</span> | 1 TEST ST, CAIRNS QLD 4870     | 0400111222 | 35337638411 | <span>Record Service</span> ▼ |

- Next to the patient's details, select **Record Service**

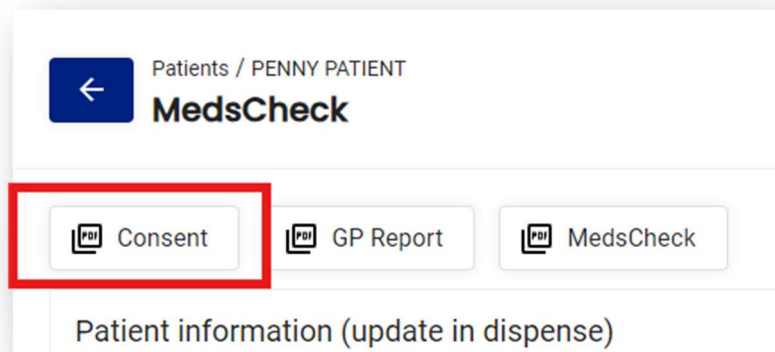
|         |       |                      |                            |            |             |                               |
|---------|-------|----------------------|----------------------------|------------|-------------|-------------------------------|
| PATIENT | PENNY | <span>Sign up</span> | 1 TEST ST, CAIRNS QLD 4870 | 0400111222 | 35337638411 | <span>Record Service</span> ▼ |
|---------|-------|----------------------|----------------------------|------------|-------------|-------------------------------|

- View the **Patient Information**, including any patients notes, consultation history, medication list and more. Select the **CPA** drop-down and select **MedsCheck** (or Diabetes MedsCheck if the patient is eligible for a Diabetes MedsCheck)

CPA ▼

- Diabetes MedsCheck
- MedsCheck**
- Staged Supply

- Select **PDF Consent** to view and print the MedsCheck Patient Consent. Patients can sign, date and print their name on the form as well as sign on behalf of someone they are caring for



The screenshot shows the 'Patients / PENNY PATIENT' section of the 'MedsCheck' interface. Below the breadcrumb, there are three buttons: 'Consent', 'GP Report', and 'MedsCheck'. The 'Consent' button is highlighted with a red rectangular box. Below these buttons, the text 'Patient information (update in dispense)' is visible.

- Under **Patient Information**, make sure all compulsory fields are filled out e.g DOB
- Under **Consulting pharmacist details**, today's date is pre-populated but can be changed. Select your profile from the **Pharmacist** drop-down



The screenshot shows the 'Consulting pharmacist details' section. It contains two main fields: 'Consultation date \*' with a pre-filled date of '17/09/2024' and a calendar icon, and 'Pharmacist \*' with a dropdown menu showing 'MA - MEDADVISOR MEDADVISOR' and a search icon. There are also edit and add buttons to the right of the pharmacist dropdown.

- Make sure **PPA submission required** is ticked and your account is linked to the Pharmacy Programs Administrator via **Service Settings**



The screenshot shows a checkbox labeled 'PPA submission required' which is checked. To the right of the checkbox, there is a note: 'Tick box to claim on completion when you include PPA details and Associated Pharmacy.'

*Please note: If the above selection is NOT ticked, you will need to claim these services manually via the PPA.*

- Select **MedsCheck type**. For patients participating in this research project, please select **Hospital Discharge**.

#### MedsCheck type

MedsCheck type \*

☒ Hospital discharge

☐ Standard

- Under **Health practitioner details**, select Patient's prescriber as **Usual prescribers** or **Other** and select the prescriber from the **Health practitioner** drop down. If the desired doctor or healthcare professional doesn't appear in Usual prescribers, click "Other" and then click + to add a new doctor or healthcare professional manually.

#### Health practitioner details

Note: If the desired doctor or healthcare professional doesn't appear in Usual prescribers, click "Other" and then click  to add a new doctor or healthcare professional.

Patient's prescriber \*

☒ Usual prescribers

☐ Other

Health practitioner \*

DOCTOR, TESTS - DT



- Under Eligibility and consent answer the questions by selecting **Yes** or **No**

#### Eligibility and consent

##### Patient eligibility

Current Medicare cardholder or Department of Veterans' Affairs (DVA) cardholder.

Has not received a MedsCheck, Diabetes MedsCheck, Home Medicines Review (HMR) or Residential Medication Management Review (RMMR) in the previous 12 months.

Lives at home in a community setting and

- Takes five or more prescription medicines or
- Has recently experienced a significant medical event or takes a medication associated with a high risk of adverse events.

Lives in a community setting and has a Medicare or DVA card \*

☒ Yes

☐ No

Not received a similar review in the last 12 months \*

☒ Yes

☐ No

- Answer the below question from the drop-down selection

Patient is taking 5 or more medications OR patient has had a recent significant medical event OR patient is taking a medication with high risk of adverse events \*

Please select

Please select  
Yes - 5 or more prescription medications  
Yes - Significant medical event  
Yes - High risk of adverse events  
No

Upload consent form

- Select **Yes** or **No** to mark that you have record consent and select **Upload consent form** to attach the document from the PDF download above.

Consent recorded \*

☒ Yes
☐ No

Upload consent form

- Select **Lifestyle screening (optional)** to open the section and complete the answers
- Select **Health check (optional)** to open the section and complete the health check for each section you have selected e.g Blood pressure

*Please note: Lifestyle screening and Health check details will appear in the Patient report, but not the GP report*

- Under **Allergies / Adverse reactions** please provide details of any allergies including type of reaction.

**Allergies/Adverse reactions \***

Any allergies or adverse reactions? \*

☒ Yes
 ☐ No

☐ Cephalosporins
 ☐ Penicillins
 ☐ Sulpha drugs

Other?

- Select **Underlying medical conditions (optional)** to open the section and select the applicable conditions and add notes

**Underlying medical conditions (optional)**

☐ Respiratory disease
 ☐ Oral health

☐ Mental health
 ☐ Diabetes

☐ Cancer
 ☐ Cardiovascular disease

Notes or other underlying medical conditions

- Under the heading **Medicine list**, you will see the patient medications that have been dispensed at your pharmacy. These can be edited by selecting the pencil icon or deleted by selecting the trash can icon

Medicine list

| Details                                                                    | Notes                                                                                                                                                                   |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>LIPITOR TAB 10mg ATORVASTATIN</b><br>Dr TESTS DOCTOR<br>Take once daily |   |
| <b>HUMIRA (PEN) PFP 40mg/0.8mL ADALIMUMAB</b><br>Dr TESTS DOCTOR<br>Inject |   |

+ Add new medicine

- Select **+ Add new medicine** to manually enter other medicine(s) that do not appear in the medicine list (eg OTC items, medications dispensed at other pharmacies etc).

Add new medicine item

Drug name \*

Doctor

Dosage instructions  
eg: Take ONE tablet, twice a day

Notes

Add optional notes such as indication, duration of therapy and other special instructions

Cancel Save

- Under **Action Plan**, select the Issue, Outcome, select if any Follow Up is required and add any notes

**Action plan \***

**Issue \***

Medication Adherence issue ▼

**Outcome \***

Please select ▼

Please select

No action required

**Commencement of DAA**

Provision of CMI and other health education

Further diabetes education

**Follow up**

☐ Patient follow up

☐ Pharmacist follow up

☐ GP follow up

☐ Other follow up

- Select + **Add another issue** to repeat the above step, as required

## **Sending a secure message to GPs/other HCPS**

*If this is the first time you have used secure messaging (FOXO) within MedAdvisor for Pharmacy, please review the Secure Messaging training document first.*

- In the Notifications and referrals section, select the drop down under **Who do you want to notify / refer to?**

**Notifications and referrals**

Who do you want to notify / refer to?

Please select ▼

Please select

Regular GP

Alternative GP

Emergency department

Medical specialist

- Select the **type of communication**

Select the type of communication

Please select

Please select

Notify via secure message

Notify via PDF

Referral via secure message

Referral via PDF

If you choose **Notify via secure message** or **Referral via secure message**, you will need to make sure you have a valid email address in your pharmacist settings.

- Select **Find a health practitioner** to search

Health practitioner

Find a health practitioner 🔍

Discipline

- The **Search contacts** pop-up will appear. Enter name, search by discipline, clinic, suburb or state and click **Search** to locate a health practitioner in the **Suggested** section.

Search contacts

×

Name

Doctor

Discipline

Please select

Clinic

Suburb

State

Pleas...

4 search results

**Ms Sue Doctor, Psychologist**  
 UTS Health Service

**Dr Anahita Behram Doctor, General Practitioner**  
 Belair Family Health Centre

**Dr Tejas Niranjn Doctor, Paediatrician**  
 Northern Health - Northern Hospital

**Dr Tejas Niranjn Doctor, Paediatrician**  
 Silk Medical Specialist Suites

Search

Not here?

+ Add new contact

- Select the Health Practitioner you would like to securely message from the list OR select **Add new contact** if you cannot find them in the search results.
- The template for **Subject** and **Body** of the notification will pre-populate. For a referral, the issues entered in the action plan will be included. You can edit these fields as required.

Subject

Referral for {PatientFirstName} {PatientLastName} from {Service} in {PharmacyName}

Body

{CurrentDate}

Dear {HPName},

{PatientFirstName} {PatientLastName} attended a consultation with me on {Date}, during which a comprehensive post-discharge medication review was conducted.

I am referring {PatientFirstName} to you for:

{issueArray}

The detailed report for the medication review is included.

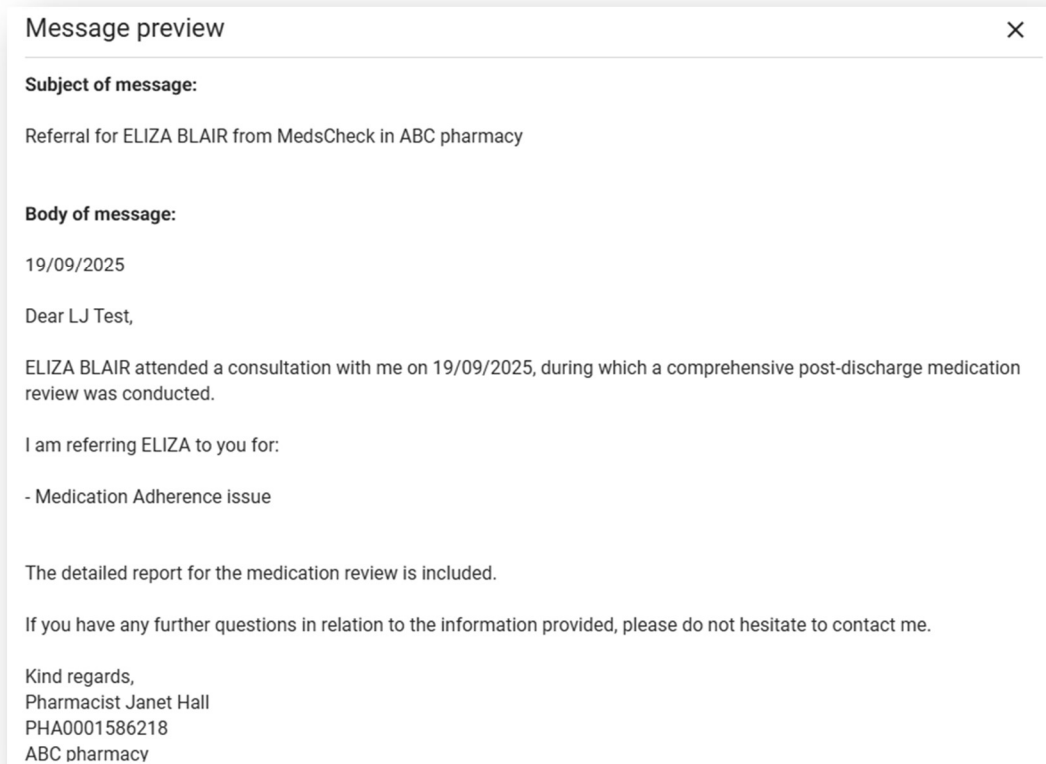
☒ Attach GP Report to the message as a PDF

Preview message

Send secure message

Generate PDF

- Select **Preview message** to view the message with all fields (e.g Patient info) visible.



- The **MedsCheck GP report** will be attached to the message as a PDF.
- After reviewing / editing the message, select **Send secure message**.
- A green bar will appear, letting you know the message was sent successfully.



- You will also see statement below the message, showing you the date and time of the successfully sent message.

☒ Attach GP Report to the message as a PDF

19-09-2025 09:43am: Message sent successfully. Service form was attached as PDF.

 Preview message    Send secure message    Generate PDF

- Repeat the above steps by selecting **+ Add another communication** to message another health practitioner, as required.

The health practitioner will be sent an email each time you send a notification or referral letting them know they have a secure message in their FOXO portal. They will be reminded via email if they do not view the message.

- View the **PPA end user declaration** at the bottom of the form

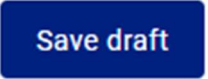
PPA end user declaration

Pharmacist: MA - MEDADVISOR MEDADVISOR  
Pharmacy: Test Pharmacy

You have indicated above that information in this record should be transferred to the PPA Portal as a 7CPA program claim. By clicking 'complete' therefore, you acknowledge and agree that:

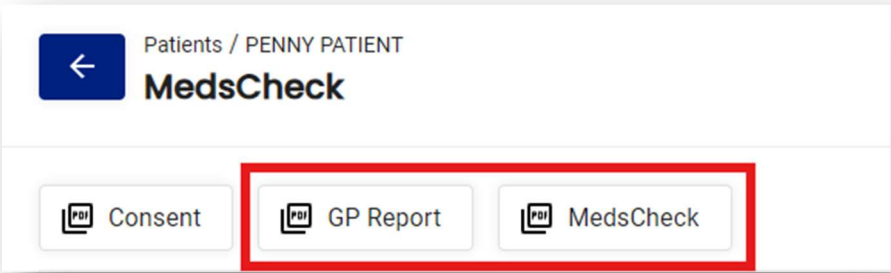
- You are authorised to submit this claim to the Pharmacy Programs Administrator Portal on behalf of the pharmacy and in doing so bind the pharmacy to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Program Rules, applicable as at the date of the service/s
- You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Program Rules
- To the best of your knowledge, all services included in this claim were supplied in accordance with the General Terms and the Program Rules, including those related to patient eligibility
- You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator

- At the bottom (and the top) of the form you may select **Delete**, **Save Draft** or **Complete**

  |  

- If you select **Complete**, you will receive a notification immediately letting you know if the claim was successful and that the record has uploaded to the PPA.

- At the top of the form you can download, view and print the **PDF GP Report** and the **PDF MedsCheck Consumer Report**



*Please note: If you are using the web based version of MedAdvisor for Pharmacy, you must allow pop-ups to access these above reports.*

- The consultation will appear in the patients' **Consultation History** with the status **Completed, Draft, Deleted** or **Ineligible** (if the patient did not meet the required eligibility criteria).

| CONSULTATION HISTORY | ELIGIBLE SERVICES | DAA (ACTIVE)    | MEDICATION LIST            | MONITORING |
|----------------------|-------------------|-----------------|----------------------------|------------|
| Consultation         | Consultation date | Document status | Pharmacist                 |            |
| MedsCheck            | 19/09/2024        | DRAFT           | MA - MEDADVISOR MEDADVISOR |            |
| MedsCheck            | 18/09/2024        | INELIGIBLE      | MA - MEDADVISOR MEDADVISOR |            |
| MedsCheck            | 17/09/2024        | COMPLETED       | MA - MEDADVISOR MEDADVISOR |            |