

Standard Operating Procedure (SOP) — Community Pharmacist Workflow

Training Phase

- Researcher contacts community pharmacists located in identified postcodes.
- Community pharmacist completes the pre-training survey.
- Community pharmacist completes all components of the training package, which includes:
 - a) Transition of Care Training Module by PSA (eligible for CPD).
 - b) MedAdvisor resources on how to use the platform.
 - c) Study-specific resources to understand the project workflow.

Implementation Phase

Hospital Pharmacist Responsibilities

- Hospital pharmacist uploads the Discharge Medication Record (DMR) to My Health Record (MyHR) and provides the patient with a physical copy of the DMR.
- Pharmacist navigator conducts risk stratification during hospital discharge to identify patients at moderate-risk for medication-related harm.
- Pharmacist navigator coordinates the post-discharge MedsCheck with the community pharmacist using MedAdvisor or HealthEngine booking system and may follow up with a telephone call to confirm the booking.

Community Pharmacist Responsibilities

- Community pharmacist conducts the post-discharge MedsCheck using MedAdvisor and records it in the pharmacy log.
- Community pharmacist sends post-discharge MedsCheck results to the General Practitioner (GP) through MedAdvisor via FOXO, which connects directly to the GP's software.
- Community pharmacist checks whether the GP has received and actioned the report in the system on a daily basis or at the end of each shift.

Contact

OPTMED-D Study Email: OPTMED-D@uq.edu.au

Principal Investigator: Laetitia Hattingh (laetitia.hattingh@health.qld.gov.au)