

Pharmacy Remuneration

1 Patient x wants to be discharged from hospital Friday afternoon . Pharmacy gets a call from Hospital saying Patient x “ might” come home this weekend or that night Friday night. Our pharmacy asks if the pharmacy can get ready and get a “ Discharge Medication Printout “ to be organised . Pharmacy says , sure ok.

At 4pm a fax is received from hospital for Patient x . The Pharmacist at 5pm reads the chart and notices that there are “ NO CHANGES” written on bottom of medication list . The Pharmacist examines carefully that one medication is missing from previous medication list prior to entry to hospital. Lanoxin a heart medication which is crucial.

Pharmacist attempts to ring hospital and contact Dr in hospital who wrote the “ med List “ . Its about 6pm now and our Pharmacy has spoken to Dr in hospital and Doctor admits that it was “forgotten “ to be written on list. Our Pharmacy gets ready to prepare webster pack . I will say that so far “ 30 minutes “ has been spent on this already and its 6pm . Patients family come in with medication and are desperate to have the “webster pack” filled . Ou Pharmacist explains we will try to fill tonight, as family are in need of the pack as elderly parent does not understand how to take the medication. It takes another 20 minutes to fill the pack , and our staff deliver the pack on the way home. So far the time spent on this Patient is 50 minutes and delivery time 10 minutes approximately one hour spent on this patient !

Our remuneration on this service . ZERO . we have not been paid for this service. We spent after hours wages and salary to finish this service. This is not uncommon as our Pharmacy regularly have “ discharges” on Fridays . Everyone wants to come home for the weekend. We could easily say to staff at hospital , “NO” can they be discharged either Saturday or Sunday ? What is the cost to the health system for one or two days in hospital ? \$1000's What would be the cost for not noticing the “one “ missing medication ? \$1000's We are fortunate to have our Pharmacy open to 8pm . There should be extra Remuneration for Pharmacies that open after 6pm . When patients go to other Pharmacies after normal hours the Pharmacy that is open out of normal hours has “NO IDEA” about a patients history and medical problems . Pharmacies open after hours should be compensated as Patients prefer to go to their normal hours Pharmacy . Its not uncommon to have upto 4 or 5 discharges on a Friday afternoon and the time taken is at least one hour

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