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# Pharmacists in Aboriginal Community Controlled Health Services

## Procedures for Communicare

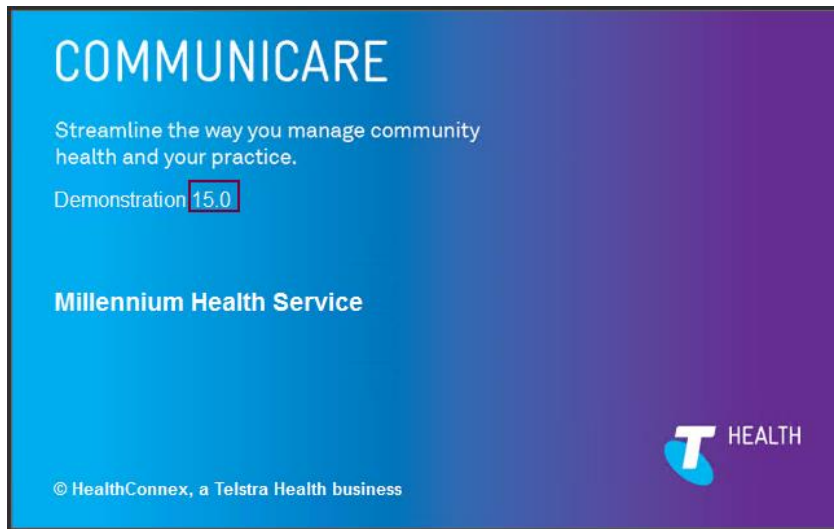
### Contents

Overview.....	2
Communicare - How to create a new user group and user .....	3
Communicare - How to login as a Pharmacist .....	7
Communicare - How to setup a new patient group.....	8
Communicare - How to obtain the Patient ID and record patient consent .....	9
Communicare - How to record a new Clinical Item Topic.....	10
Communicare - How to record a new Clinical Item Types.....	12
Communicare - How to add the Clinical Items to the patient progress notes .....	15
Communicare - How to remove patient consent .....	18

## Overview

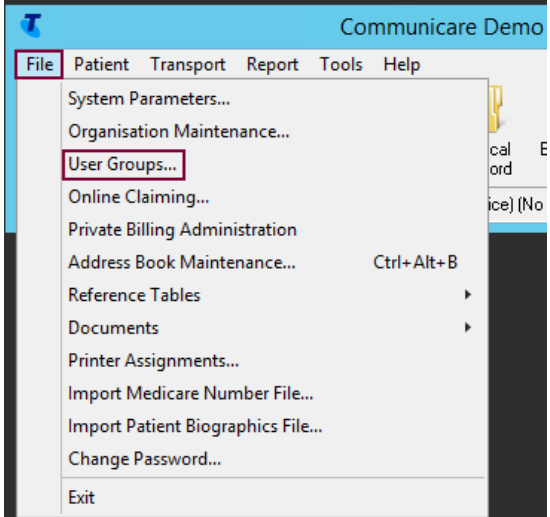
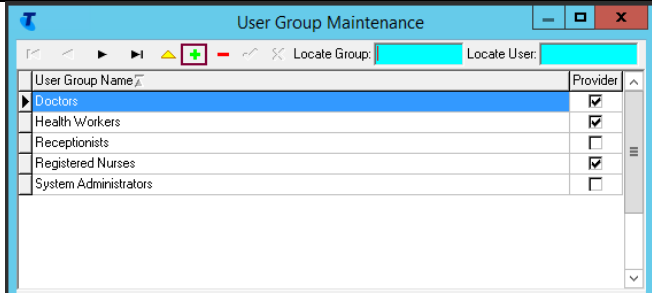
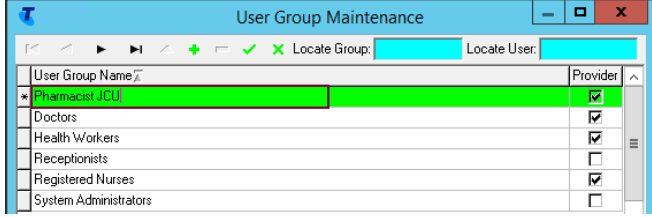
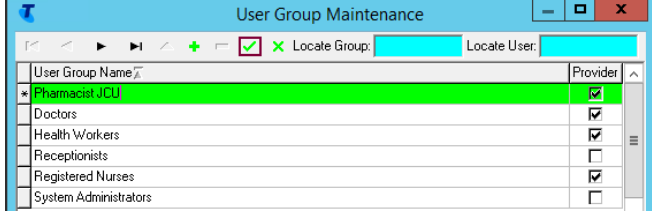
This guide will go through the varying areas for the JCU Pharmacist in General Practice project, to ensure that a Pharmacist is able to log in, access and use the patient record. Along with recording that the patient has given consent to participate in the study. All screenshots have been taken from a Samples testing environment for all the systems.

As well as, Communicare version 15.0 and above



## Communicare - How to create a new user group and user

This section will go through how to create a new user group and user for the pharmacist.

1. Log into Communicare with a user account that has access to the <b>'User Groups'</b> under the <b>'File'</b> menu	
2. Select <b>'File &gt; User Groups...'</b> from the menu at the top of the main Communicare screen	
3. On the <b>'User Group Maintenance'</b> window, select the green <b>'+'</b> button	
4. On the new line that is highlighted in green, in the <b>'User Group Name'</b> table, enter in <b>Pharmacist JCU</b>	
5. Select the green <b>'✓'</b> to save the entry	

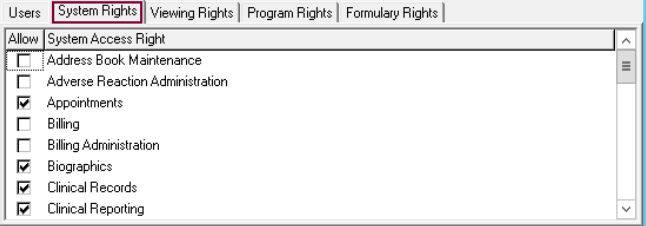
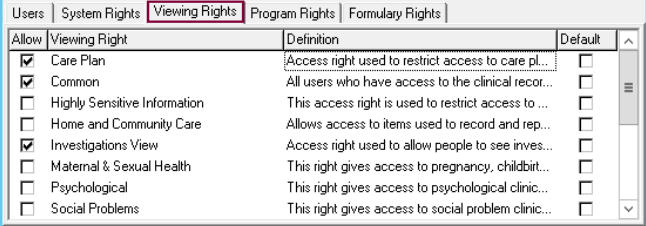
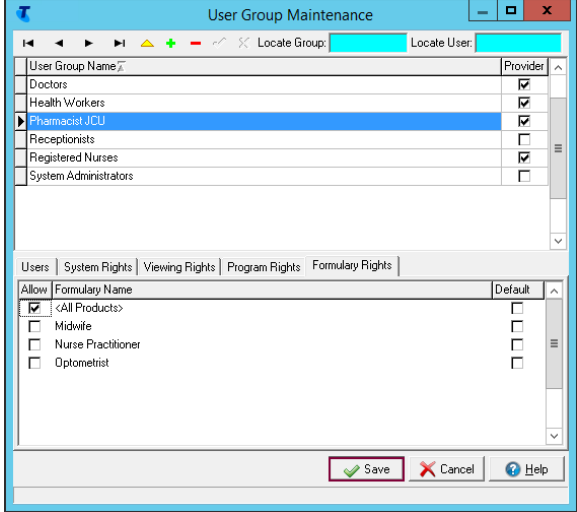
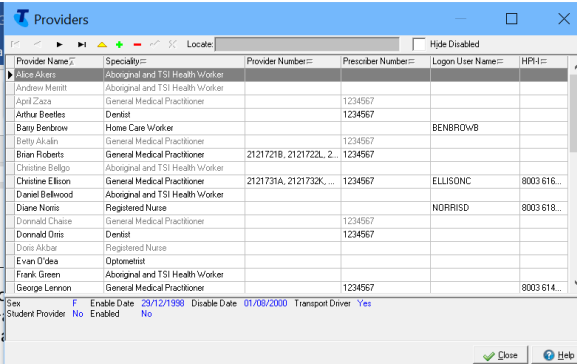
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Clinic - Pharmacists procedure for Communicare

6. Ensure the new user group is selected in blue, at the bottom of the screen on the **'Users'** tab select the green **'+'** button

7. On the **'Add a new Communicare user'** window enter in the following details:
- Username:** i.e. pharm is an example, as shown in the screenshot.
  - Password:** enter in the new users password
  - Confirm Password:** enter in the new users password again to confirm it
  - Ensure the **'Can change password'** and **'Active'** tick boxes are selected
  - Select the **'Close'** button to save the details

8. The new user will be added into the new user group

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

<p>9. Select the <b>'System Rights'</b> tab and give the Pharmacist user the following permissions as a minimum:</p> <ol style="list-style-type: none"> <li>Appointments</li> <li>Biographics</li> <li>Clinical Records</li> <li>Investigations</li> <li>Medication View</li> <li>Patient Edit</li> <li>Service recording</li> </ol>	
<p>10. Select the <b>'Viewing Rights'</b> tab give the Pharmacist user the following permissions as a minimum:</p> <ol style="list-style-type: none"> <li>Care Plan</li> <li>Common</li> <li>Investigations view</li> <li>Investigations</li> </ol>	
<p>11. Leave all other access rights as the default. Select the <b>'Save'</b> button</p>	
<p>12. Next you need to ensure the pharmacist is linked to a provider profile and their username is locked to this profile.</p> <p><b>Go to File – Reference Tables – Provider</b></p> <p>Click on the <b>+</b> to setup a provider</p>	

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**Clinic - Pharmacists procedure for Communicare**

13. Link the profile to the username just created

Fill in name and qualification details

Select Pharmacist as Speciality.

Click '**Save**'

**Provider**

Logon User Name: PHARM Certain features are only available when providers are logged in with their user name. See help for details.

Sex: F

Forenames: Jo Surname: Smith

Qualifications: Title:

Speciality: Pharmacist Student: ☐

HPI Number: Prescriber Number: A prescriber number is required in order to print prescriptions.

Encounter Place	Provider Number	Effective Date	Is Claimant
ANFP			?
Administration			?
Alcohol and Other Drugs			?

Always show the Medicare Items when a service is finished for this provider: ☐ Transport driver: ☐

Enable Date: Disable Date:


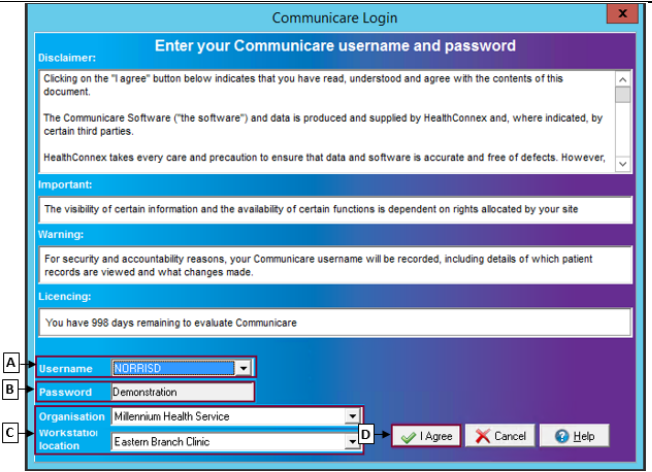
Electronic Claims:

Payee Provider: Delegated User:

Sign the Claims using the PKI Token: ☐

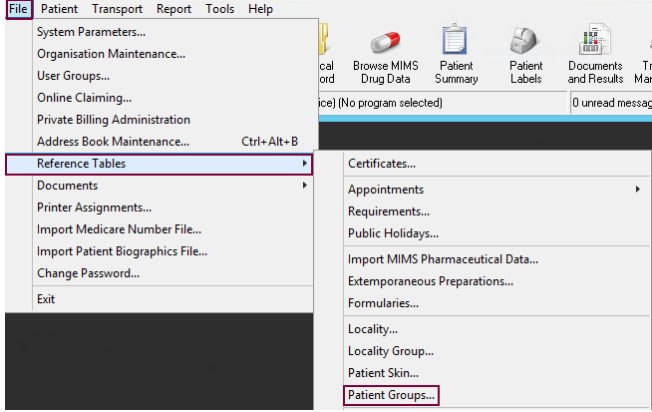
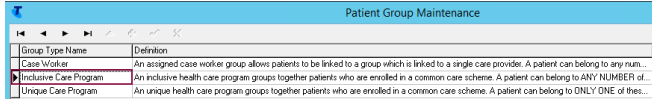
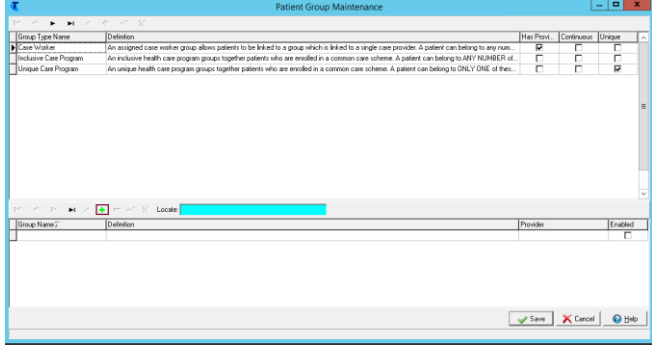
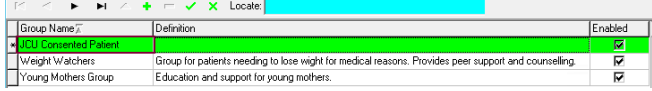
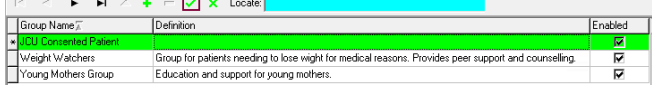

## Communicare - How to login as a Pharmacist

This section will go through how to log into Communicare as the Pharmacist user

1. Double click onto the Communicare icon on the desktop	
2. On the ' <b>Login</b> ' window do the following: a. <b>User dropdown list:</b> Select the required pharmacist username (as defined earlier) b. <b>Password:</b> enter in your password given to you by the clinic c. Leave all other drop down options as default unless otherwise told by the clinic staff d. Select the ' <b>I Agree</b> ' button	 <p>The screenshot shows the 'Communicare Login' window. It contains a disclaimer, important information, and a warning. Below these, there are fields for Username, Password, Organisation, and Workstation/Location. The Username field is set to 'NORRISD', Password to 'Demonstration', Organisation to 'Millennium Health Service', and Workstation/Location to 'Eastern Branch Clinic'. There are 'I Agree', 'Cancel', and 'Help' buttons at the bottom right. Labels A, B, and C are placed next to the Username, Password, and Workstation/Location fields respectively.</p>

## Communicare - How to setup a new patient group


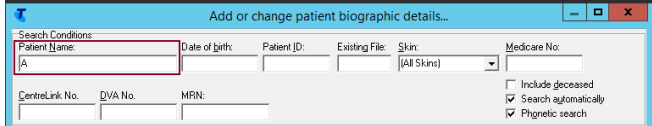
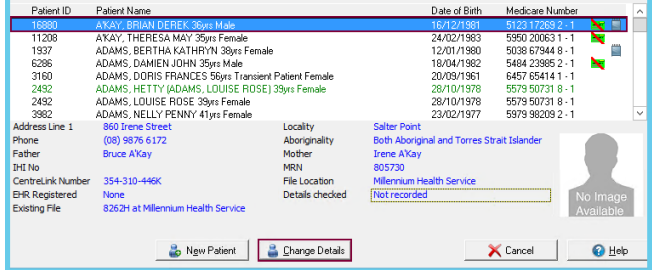
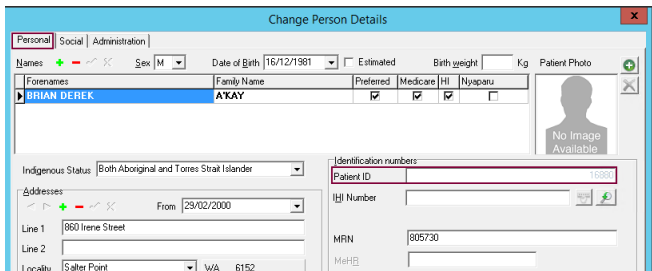
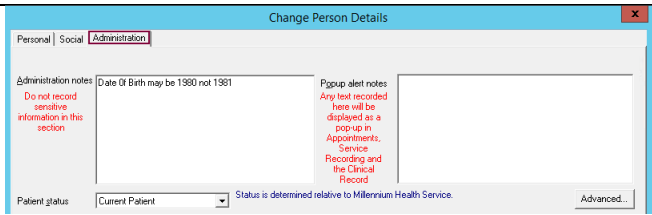
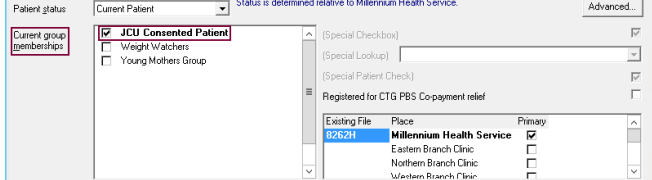
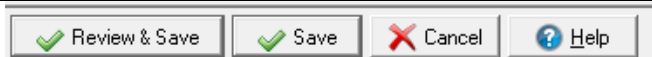

This section will go through how setup a new patient group, this will be used to show which patients have consented to be in the JCU study

1. Log into Communicare with a user account that has access to the <b>'Reference tables'</b> under the <b>'File'</b> menu	
2. Select <b>'File &gt; Reference Tables &gt; Patient Groups..'</b> from the menu at the top of the main Communicare screen	
3. On the <b>'Patient Group Maintenance'</b> window select the <b>'Inclusive Care Program'</b> group type name' in the table at the top of the window <b>Please Note:</b> The row is selected when there is a black arrow head ► in the far left grey column	
4. On the <b>'Patient Group Maintenance'</b> window select the green <b>+</b> button under the default patient group list	
5. On the new line that is highlighted in green, in the <b>'Patient Group Name'</b> table, enter in <b>JCU Consented Patient</b>	
6. Select the green <b>✓</b> to save the entry	
7. Select the <b>'Save'</b> button to close the window	



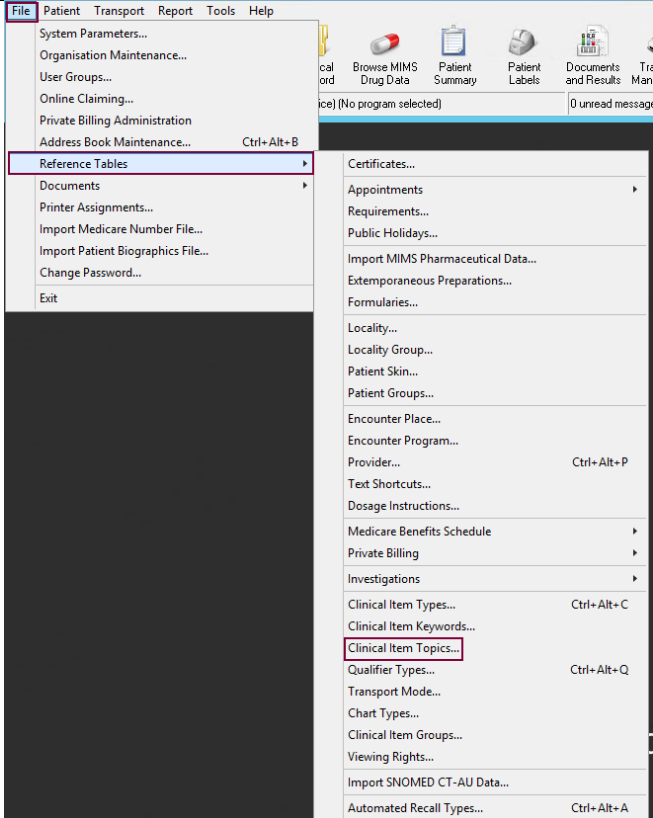
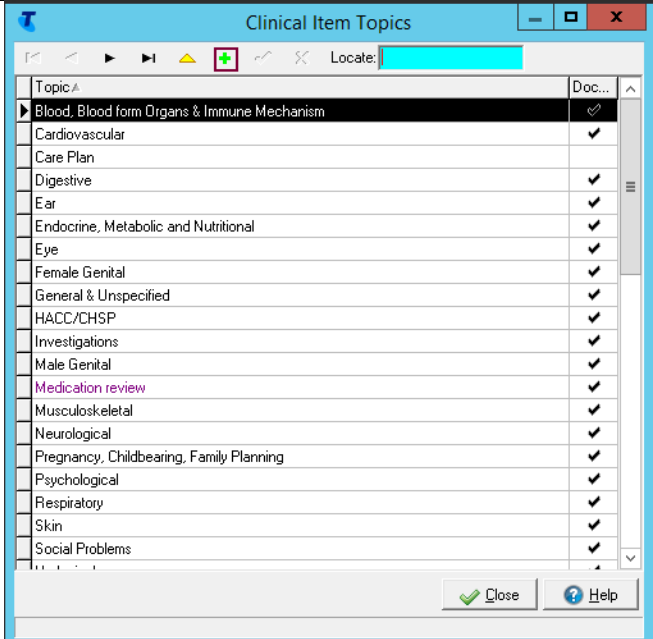
## Communicare - How to obtain the Patient ID and record patient consent

This section will go through how to get the Patient ID and how to record the patient's consent to participate in the study from the Patient Biographics window.

1. On the main window banner, select the <b>'Patient Biographics'</b> button, this is the first button on the far left, under the menus	
2. On the <b>'Add or change patient biographic details...'</b> window enter in the patients surname into the <b>'Patient Name:'</b> text box	
3. Select the required patient's name in the list, this will make the patient go blue and select the <b>'Change details'</b> button	
4. On the <b>'Change Person Details'</b> window on the <b>'Personal'</b> tab to the right hand-side, take note of the <b>'Patient ID'</b> under the <b>'Identification numbers'</b> section. <b>Please Note:</b> This is the 'Patient ID' number. You will need the 'patient ID' to record this number in the 'pharmacists logbook'. The logbook is where the pharmacist will record some of the services provided to the patient.	
5. Select the <b>'Administration'</b> tab	
6. In the middle of the window, select the tick box for <b>'JCU Consented Patient'</b> in the <b>'Current group membership'</b> list box	
7. Select the <b>'Save'</b> button on the bottom right of the window	
8. Select the <b>'Cancel'</b> button on the bottom right of the <b>'Add or change patient biographic details...'</b> window	

## Communicare - How to record a new Clinical Item Topic

This section will go through how to record a new clinical item topic, to be used with a new clinical item type, to record the reason why the patient came to visit the clinic. This is to record the specific services a patient received from the pharmacist (such as a non-HMR).

1. Log into Communicare with a user account that has access to the <b>'Reference tables'</b> under the <b>'File'</b> menu	
2. Select <b>'File &gt; Reference Tables &gt; Clinical Item Topics..'</b> from the menu at the top of the main Communicare screen	 <p>The screenshot shows the 'File' menu in the Communicare application. The 'Reference Tables' option is highlighted with a red box. Below it, the 'Clinical Item Topics...' option is also highlighted with a red box. Other visible options include System Parameters..., Organisation Maintenance..., User Groups..., Online Claiming..., Private Billing Administration, Address Book Maintenance..., Documents, Printer Assignments..., Import Medicare Number File..., Import Patient Biographics File..., Change Password..., and Exit.</p>
3. On the <b>'Clinical Item Topics'</b> window select the green <b>'+'</b> button on top of the Clinical Item Topics list	 <p>The screenshot shows the 'Clinical Item Topics' window. At the top, there is a toolbar with a green '+' button highlighted. Below the toolbar is a list of clinical item topics. The first item, 'Blood, Blood form Organs &amp; Immune Mechanism', is selected. Other topics include Cardiovascular, Care Plan, Digestive, Ear, Endocrine, Metabolic and Nutritional, Eye, Female Genital, General &amp; Unspecified, HACC/CHSP, Investigations, Male Genital, Medication review, Musculoskeletal, Neurological, Pregnancy, Childbearing, Family Planning, Psychological, Respiratory, Skin, and Social Problems. A 'Doc...' column is visible on the right side of the list.</p>

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

4. On the '**Clinical Item Topics Maintenance**' window, enter into the '**Topics**' text box:  
**Pharmacist Medication Review**

Clinical Item Topics Maintenance

Topic: Pharmacist Medication Review

Picture: [Empty box]

☒ Allows document assignment

Save Cancel Help

5. Select the '**Save**' button to close the window and add the new clinical item topic to the list

Save Cancel Help

6. Select the '**Close**' button to close the window

Clinical Item Topics

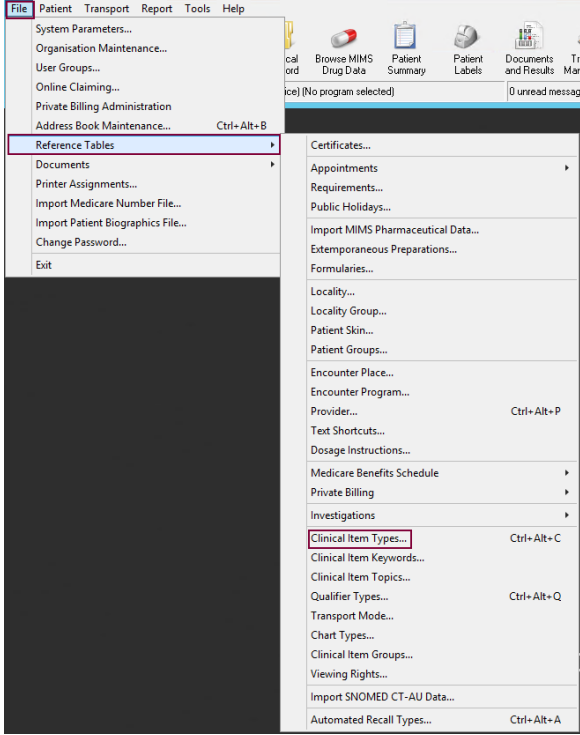
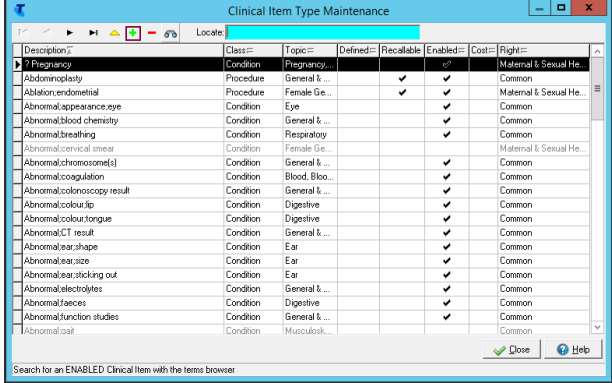
Locate: MEDICATION REVIEW

Topic	Doc...
Care Plan	
Digestive	✓
Ear	✓
Endocrine, Metabolic and Nutritional	✓
Eye	✓
Female Genital	✓
General & Unspecified	✓
HACC/CHSP	✓
Investigations	✓
Male Genital	✓
Medication review	✓
Musculoskeletal	✓
Neurological	✓
Pharmacist Medication Review	✓
Pregnancy, Childbearing, Family Planning	✓
Psychological	✓
Respiratory	✓
Skin	✓
Social Problems	✓
Urological	✓

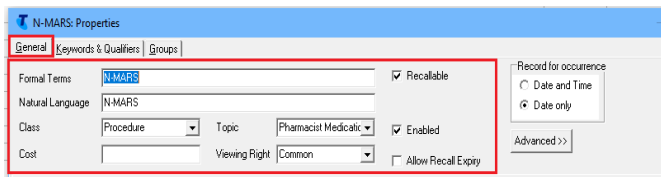
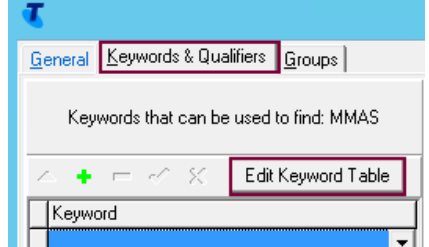
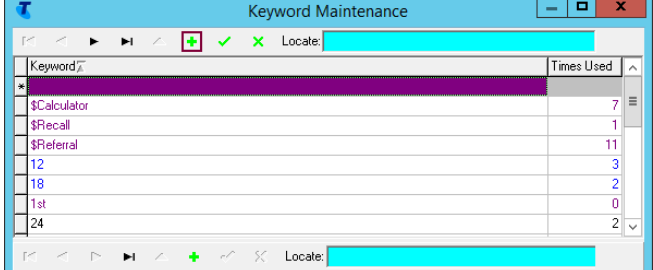
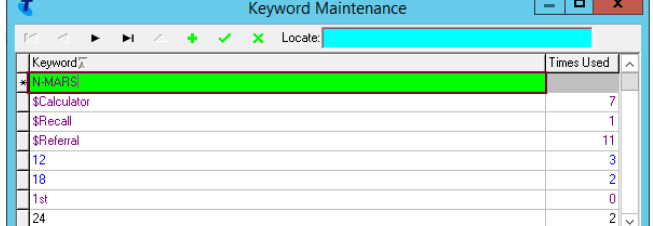
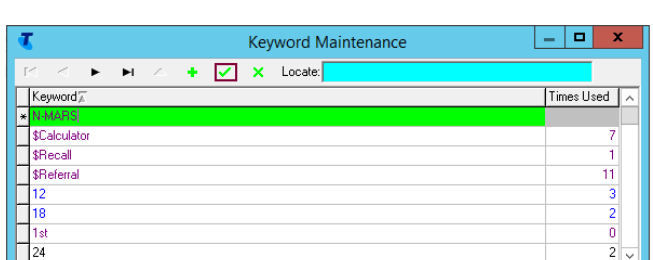

Close Help

## Communicare - How to record a new Clinical Item Types

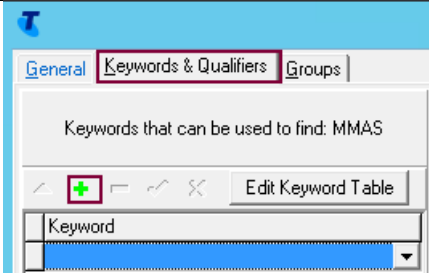
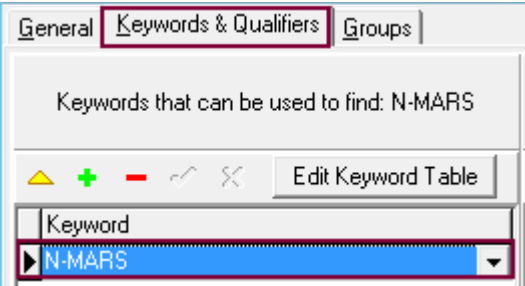

This section will go through how to record three (3) new clinical item types, to be used with a new clinical item type, to record the reason why the patient came to visit the clinic.

1. Log into Communicare with a user account that has access to the <b>'Reference tables'</b> under the <b>'File'</b> menu	
2. Select <b>'File &gt; Reference Tables &gt; Clinical Item Types..'</b> from the menu at the top of the main Communicare screen	 <p>The screenshot shows the 'File' menu in the Communicare application. The 'Reference Tables' option is highlighted with a red box. Below it, the 'Clinical Item Types...' option is also highlighted with a red box. Other visible options include 'System Parameters...', 'Organisation Maintenance...', 'User Groups...', 'Online Claiming...', 'Private Billing Administration', 'Address Book Maintenance...', 'Documents', 'Printer Assignments...', 'Import Medicare Number File...', 'Import Patient Biographics File...', 'Change Password...', and 'Exit'.</p>
3. On the <b>'Clinical Item Types Maintenance'</b> window select the green <b>'+'</b> button on top of the Clinical Item Types list	 <p>The screenshot shows the 'Clinical Item Types Maintenance' window. It features a table with columns: Description, Class, Topic, Defined, Recalable, Enabled, Cost, and Right. The table lists various clinical item types such as 'Pregnancy', 'Abdominoplasty', 'Ablation, endometrial', 'Abnormal appearance eye', 'Abnormal blood chemistry', 'Abnormal breathing', 'Abnormal cervical smear', 'Abnormal chromosome(s)', 'Abnormal coagulation', 'Abnormal colonoscopy result', 'Abnormal colour lip', 'Abnormal colour tongue', 'Abnormal CT result', 'Abnormal ear shape', 'Abnormal ear size', 'Abnormal ear sticking out', 'Abnormal electrolytes', 'Abnormal faeces', 'Abnormal function studies', and 'Abnormal coat'. A green '+' button is visible at the top of the list.</p>

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

<p>4. On the <b>'New Item: Properties'</b> window, under the <b>'General'</b> tab, enter in the following details:</p> <ol style="list-style-type: none"> <li><b>Formal Terms:</b> enter in one (1) of the three (3) required terms of N-MARS, MAI or Non-HMR</li> <li><b>Formal Terms:</b> enter in the same as you have for the Formal Terms text box</li> <li><b>Class:</b> Select <b>'Procedure'</b> from the dropdown list</li> <li><b>Topic:</b> Select <b>'Pharmacist Medication Review'</b> from the dropdown list</li> <li><b>Viewing Right:</b> Select <b>'Common'</b> from the dropdown list</li> <li>Ensure the <b>Enabled</b> tick box is selected</li> <li>Ensure the <b>Recallable</b> tick box is selected</li> </ol>	
<p>5. On the <b>'Keywords &amp; Qualifiers'</b> tab select the <b>'Edit Keyword table'</b></p>	
<p>6. On the <b>'Keywords Maintenance'</b> window select the green <b>+</b> button under the default patient group list</p>	
<p>7. On the new line that is highlighted in green, in the <b>'Keyword'</b> table, enter in the same keyword, that was used in step 4 of either: N-MARS, MAI or Non-HMR</p>	
<p>8. Select the green <b>✓</b> to save the entry</p>	
<p>8. Select the <b>'Save'</b> button to close the window and add the new clinical item topic to the list</p>	

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

<p>9. On the <b>'Keywords &amp; Qualifiers'</b> tab select the <b>'Edit Keyword table'</b> . Click on the <b>green + sign</b> as shown. A new line will appear.</p>	
<p>10. In the new line in the <b>'Keyword'</b> table enter in enter in the same keyword, that was used in step 4 of either: N-MARS, MAI or Non-HMR</p>	
<p>11. Select the <b>'Save'</b> button to close the window and add the new clinical item topic to the list</p>	
<p>12. Repeat <b>Steps 3 to 11</b> until all three (3) required terms have been added to the <b>'Clinical Item Type Maintenance'</b> window</p>	

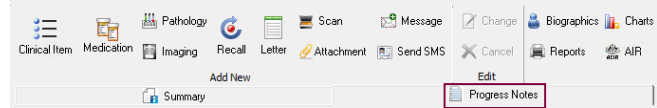
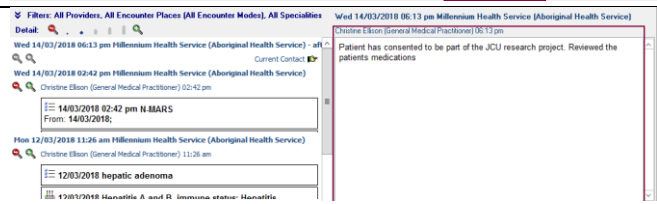
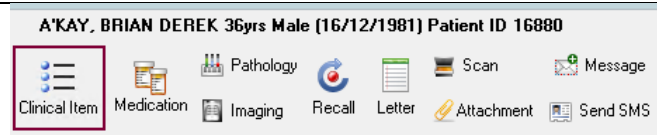
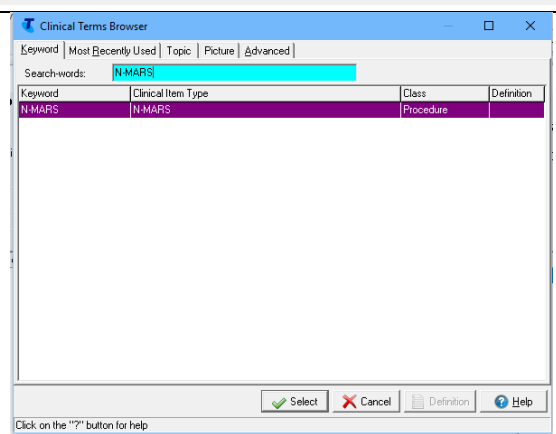
## Communicare - How to add the Clinical Items to the patient progress notes

Once the pharmacist has assessed the patient for medication adherence (N-MARS), and/or medication appropriateness (MAI), and/or undertaken a medication management review that was not conducted in the patients home (a non-HMR), this can be recorded in the patient records.

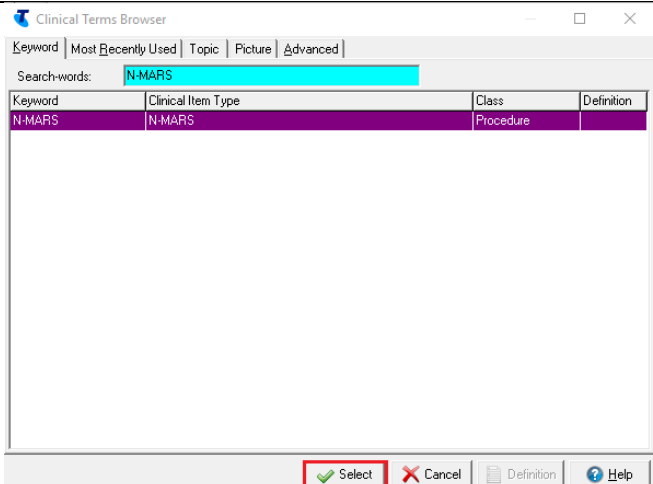
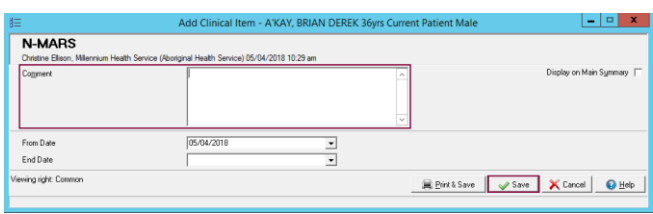
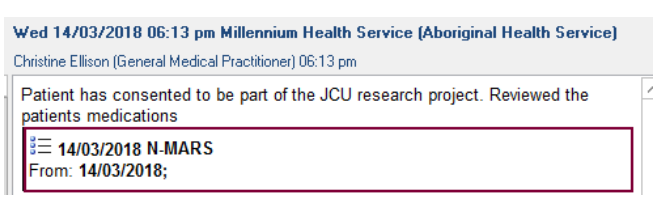
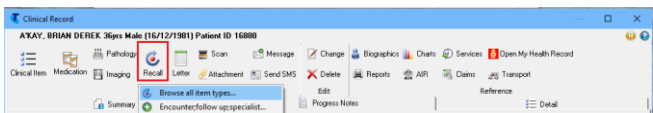
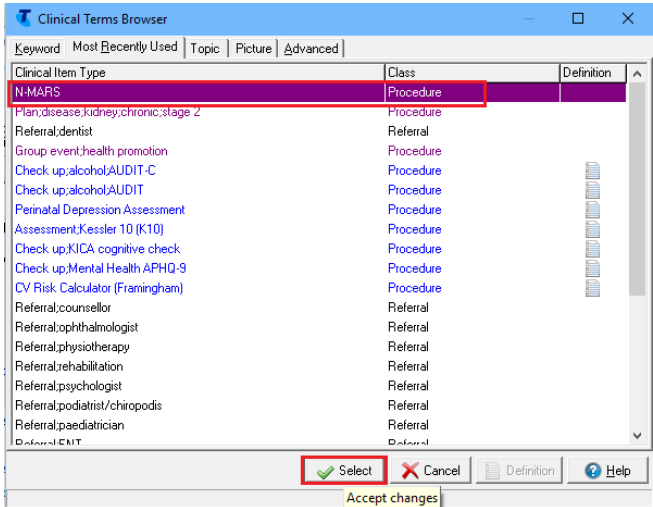
### Codes to use in the CIS (patient records):

- **N-MARS**- refers to the NACCHO Medication Adherence and Readiness Scale
- **MAI** – refers to the Medication Appropriateness Index
- **Non-HMR**- refers to a medication management review that was not conducted in the patient's home.
- If the visit involved conducting any of the above assessments, these must be recorded in the patient's medical records as well as the pharmacist log-book.
- This will ensure that the evaluators can extract data pertaining to the assessment that was conducted by the pharmacist. If the pharmacist does not record this information, the evaluation team cannot measure the impact of the pharmacists work

This section will go through how to add the required clinical items performed within the consultation to the patient's progress notes

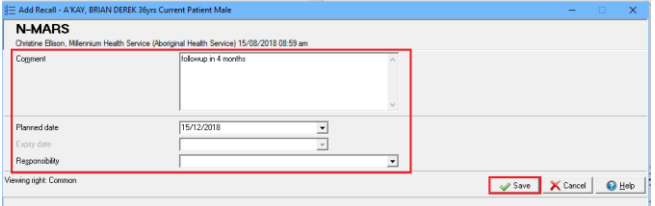

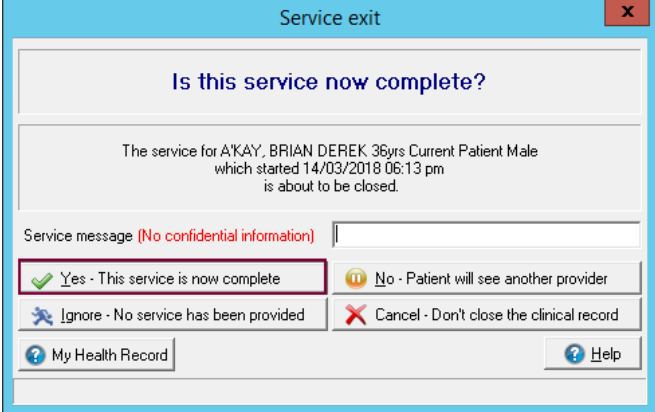
1. Ensure you are in the required patient's clinical record	
2. On the tabs under the button selections, select ' <b>Progress Notes</b> '	
3. Enter in any required notes in the section to the right of past visits	
4. At the top of the 'clinical record' window select the ' <b>Clinical Item</b> ' button	
5. On the ' <b>Clinical Terms Browser</b> ' window on the ' <b>Keyword</b> ' tab, in the ' <b>Search-words:</b> ' text box, search for the required keyword of N-MARS, MAI or Non-HMR that you conducted during the consultation  <b>Please Note:</b> you can only add one term at a time	

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

<p>6. Select the required keyword from the list and select the <b>'Select'</b> button</p>	
<p>7. On the <b>'Add Clinical Item'</b> window add any additional comments and select <b>'Save'</b> button.</p> <p><b>Please Note:</b> Please do not use the patient's name or any identifiable information in this comment</p>	
<p>8. This will add the clinical item to the patient's progress notes</p>	
<p>9. (Optional) To add a recall for this patient, click on <b>Recall</b> and select <b>browse all item types</b></p>	
<p>10. Select <b>N-MARS</b> (or MAI, Non-HMR) and click <b>Select</b></p>	




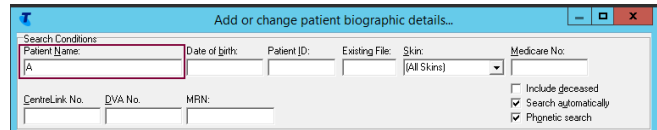
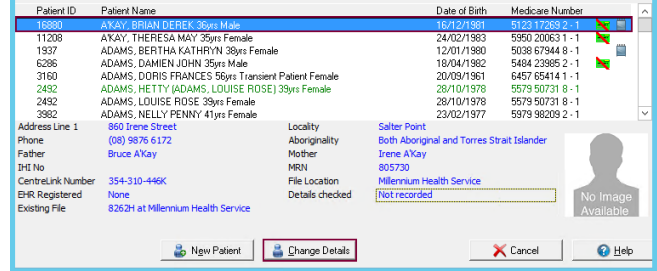
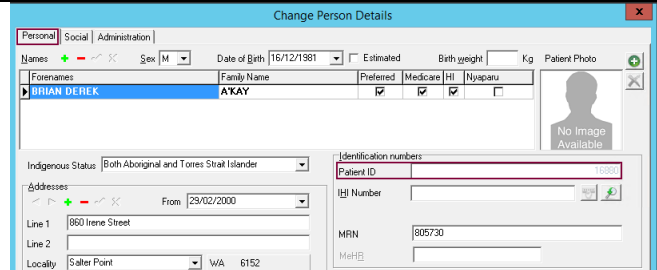
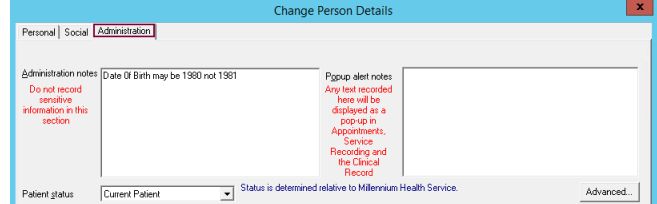
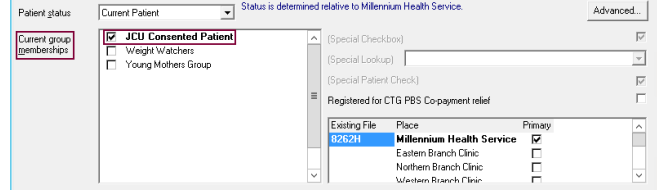
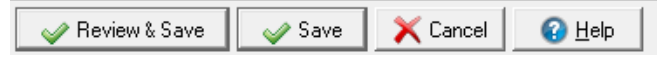

**Pharmacists in Aboriginal Community Controlled Health Services**  
Clinic - Pharmacists procedure for Communicare

<p>11. Select the <b>Date</b> you wish to recall the patient and your name in <b>Responsibility</b>. <b>Save</b>.</p>	
<p>12. Repeat <b>Steps 4 to 11</b> until you have added all required clinical items performed within the consultation</p>	
<p>13. At the top right of the patients clinical record window, select the red <b>'X'</b> button</p>	
<p>14. Finalise the visit as per the process given by the clinic. Ensure you select the <b>'Yes – This service is now complete'</b> button. This will close the whole clinical record window for that patient.</p>	

## Communicare - How to remove patient consent

If a patient advises they wish to withdraw from the research project, consent needs to be removed from the patients' record. The patients' data will then cease to be collected.

Note: Ask the patient if they wish to provide a reason why they have withdrawn. The Patient ID and Withdrawal should be entered into the Pharmacist Logbook, along with the reason (if one is given).

1. On the main window banner, select the ' <b>Patient Biographics</b> ' button, this is the first button on the far left, under the menus	
2. On the ' <b>Add or change patient biographic details...</b> ' window enter in the patients surname into the ' <b>Patient Name:</b> ' text box	
3. Select the required patient's name in the list, this will make the patient go blue and select the ' <b>Change details</b> ' button	
4. On the ' <b>Change Person Details</b> ' window on the ' <b>Personal</b> ' tab to the right hand-side, take note of the ' <b>Patient ID</b> ' under the ' <b>Identification numbers</b> ' section. <b>Please Note:</b> You will need the 'patient ID' to record this number in the 'pharmacists logbook' with the reason for withdrawal (if given).	
5. Select the ' <b>Administration</b> ' tab	
6. In the middle of the window, <b>de-select</b> the tick box for ' <b>JCU Consented Patient</b> ' in the ' <b>Current group membership</b> ' list box	
7. Select the ' <b>Save</b> ' button on the bottom right of the window	
8. Select the ' <b>Cancel</b> ' button on the bottom right of the ' <b>Add or change patient biographic details...</b> ' window	

**Enter the Patient ID and Withdrawal into Pharmacist Logbook, along with the reason (if one is given).**