



Pharmacists in Aboriginal Community Controlled Health Services

Procedures for Communicare

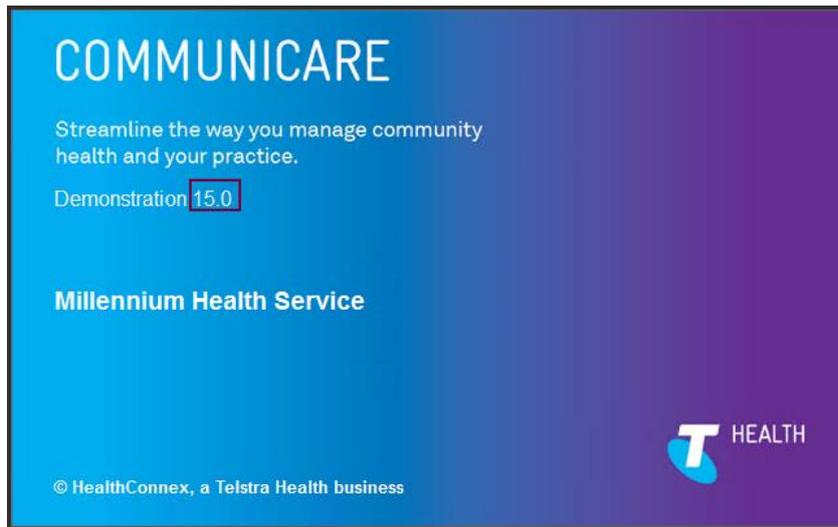
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Overview

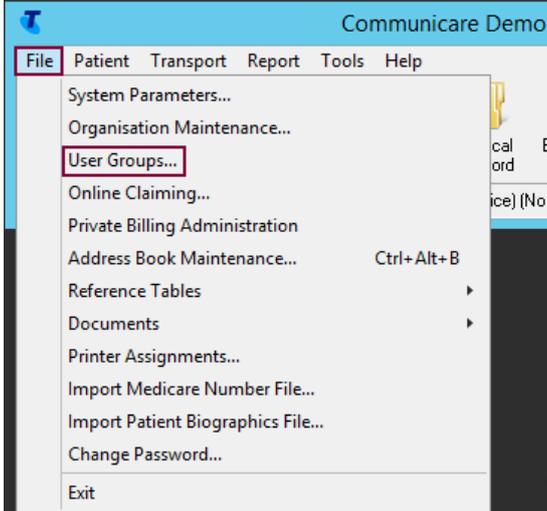
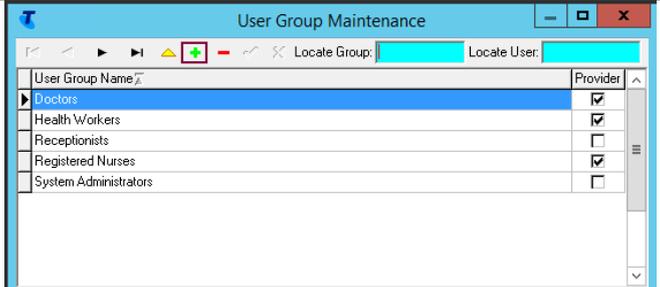
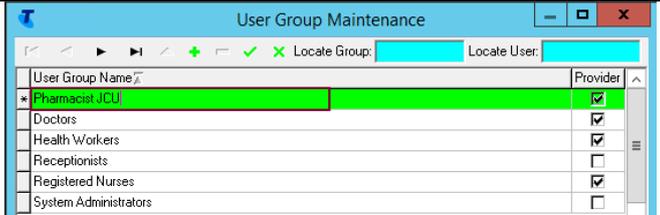
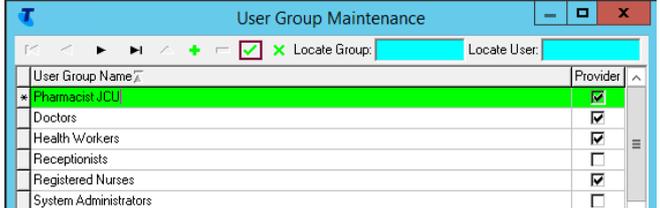
This guide will go through the varying areas for the JCU Pharmacist in General Practice project, to ensure that a Pharmacist is able to log in, access and use the patient record. Along with recording that the patient has given consent to participate in the study. All screenshots have been taken from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

As well as, Communicare version 15.0 and above



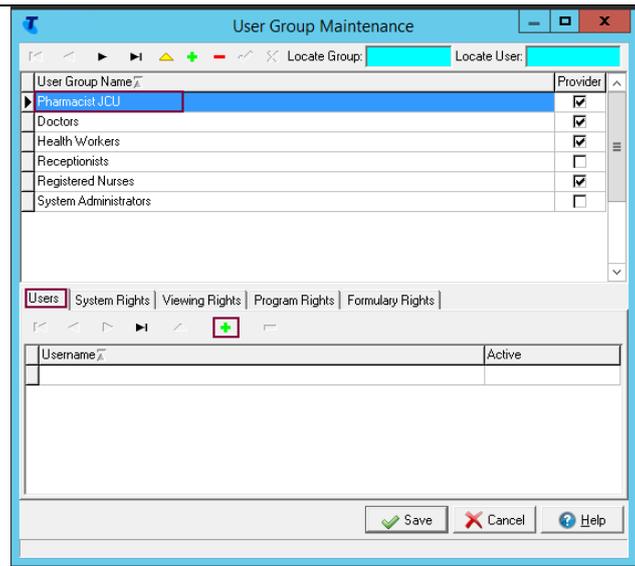
Communicare - How to create a new user group and user

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

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

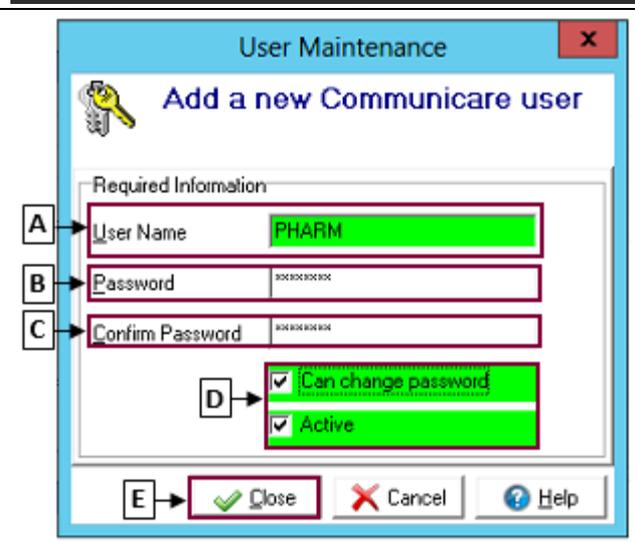
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6. Ensure the new user group is selected in blue, at the bottom of the screen on the **'Users'** tab select the green **'+'** button

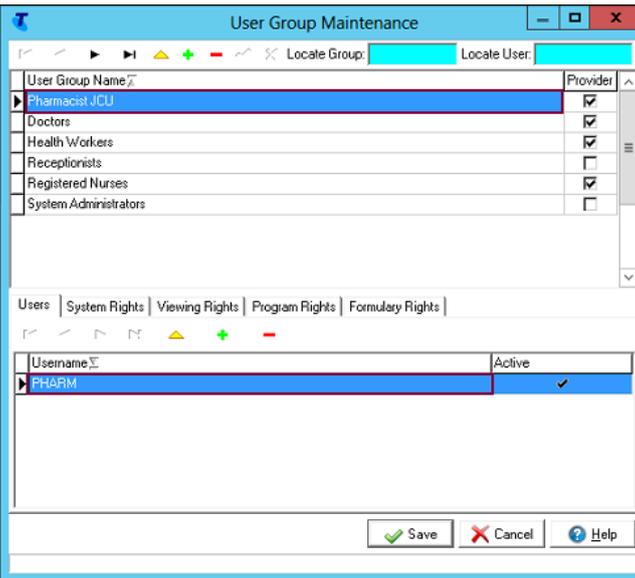


7. On the **'Add a new Communicare user'** window enter in the following details:

- 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

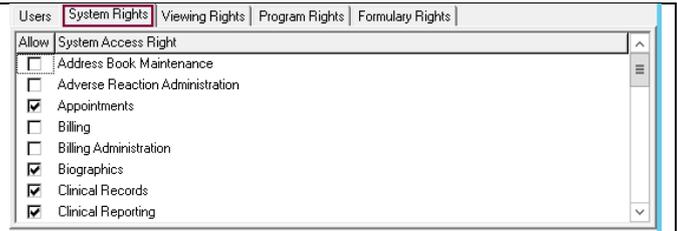


8. The new user will be added into the new user group

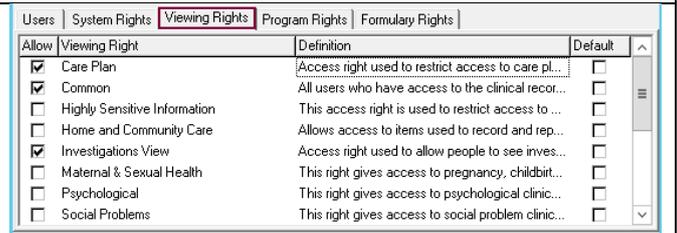


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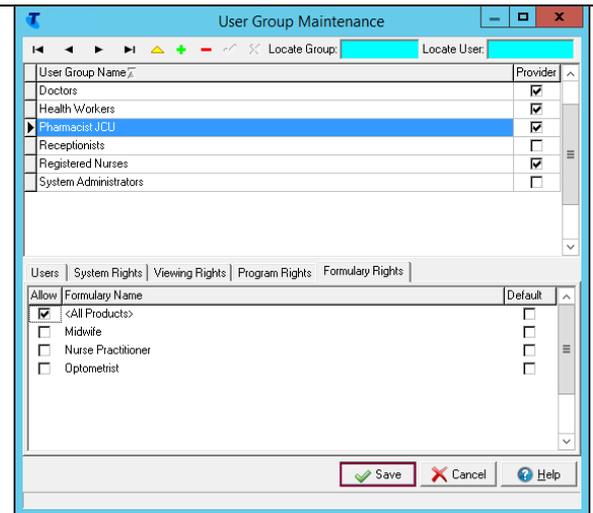
9. Select the **'System Rights'** tab and give the Pharmacist user the following permissions as a minimum:
- Appointments
 - Biographics
 - Clinical Records
 - Investigations
 - Medication View
 - Patient Edit
 - Service recording



10. Select the **'Viewing Rights'** tab give the Pharmacist user the following permissions as a minimum:
- Care Plan
 - Common
 - Investigations view
 - Investigations



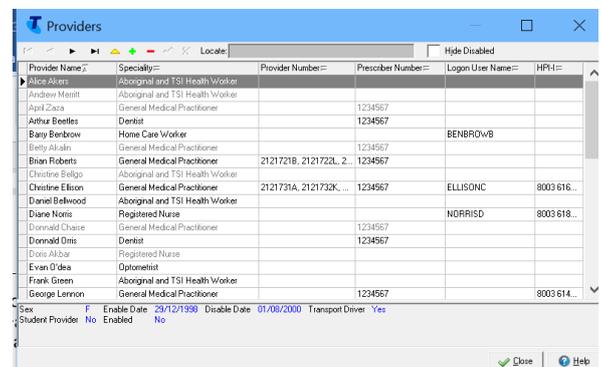
11. Leave all other access rights as the default. Select the **'Save'** button



12. Next you need to ensure the pharmacist is linked to a provider profile and their username is locked to this profile.

Go to **File – Reference Tables – Provider**

Click on the **+** to setup a provider



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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

Sex: F

Forenames: Jo Surname: Smith

Speciality: Pharmacist

HEH Number: []

Encounter Place	Provider Number	Effective Date	Ix Claimant
ANFPP			?
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

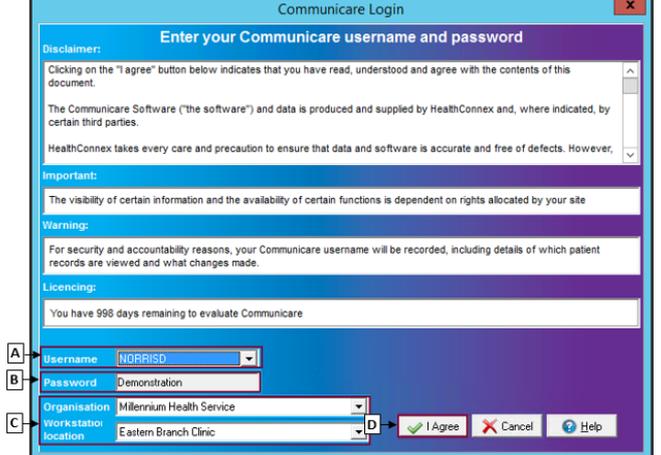
Payee Provider: [] Delegated User: []

Sign the Claims using the PKI Token:

Save Cancel Help

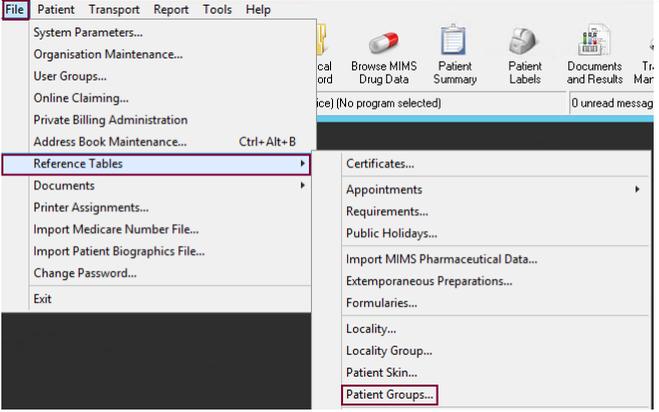
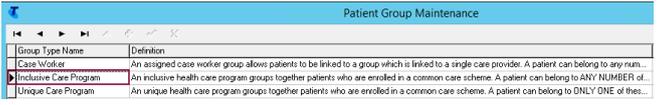
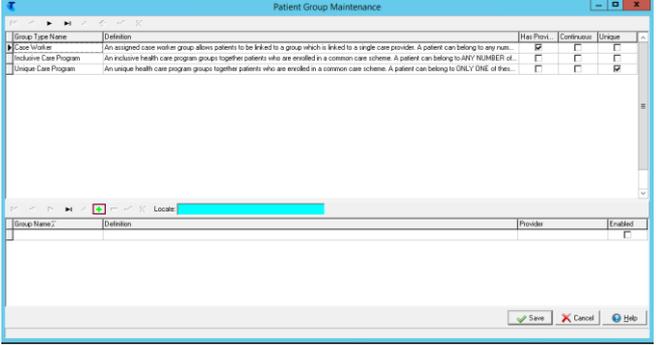
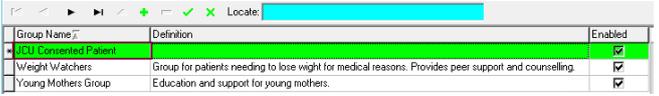
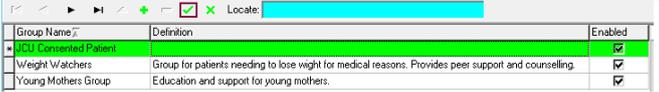
Communicare - How to login as a Pharmacist

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

<p>1. Double click onto the Communicare icon on the desktop</p>	
<p>2. On the 'Login' window do the following:</p> <ol style="list-style-type: none">User dropdown list: Select the required pharmacist username (as defined earlier)Password: enter in your password given to you by the clinicLeave all other drop down options as default unless otherwise told by the clinic staffSelect the 'I Agree' button	 <p>The screenshot shows the 'Communicare Login' window. It contains a disclaimer, important information, a warning, and a licensing notice. Below these are input fields for Username (dropdown menu with 'NORRISD' selected), Password (text field with 'Demonstration'), Organisation (dropdown menu with 'Millennium Health Service'), and Workstation location (dropdown menu with 'Eastern Branch Clinic'). At the bottom right are buttons for 'I Agree', 'Cancel', and 'Help'. Callout boxes A, B, and C point to the Username, Password, and Workstation location fields respectively. Callout box D points to the 'I Agree' button.</p>

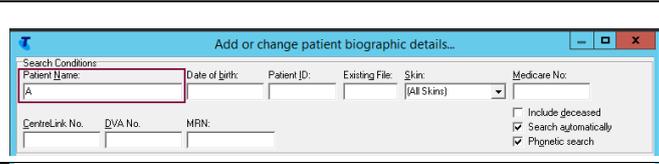
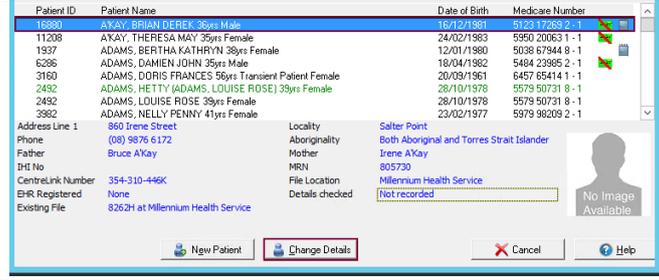
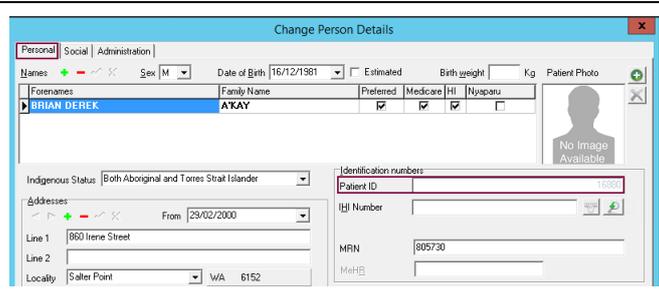
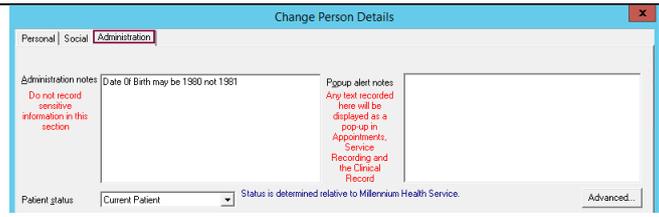
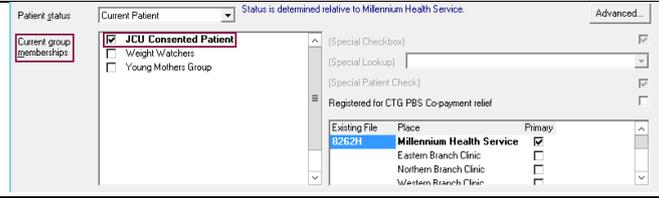
Communicare - How to setup a new patient group

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

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

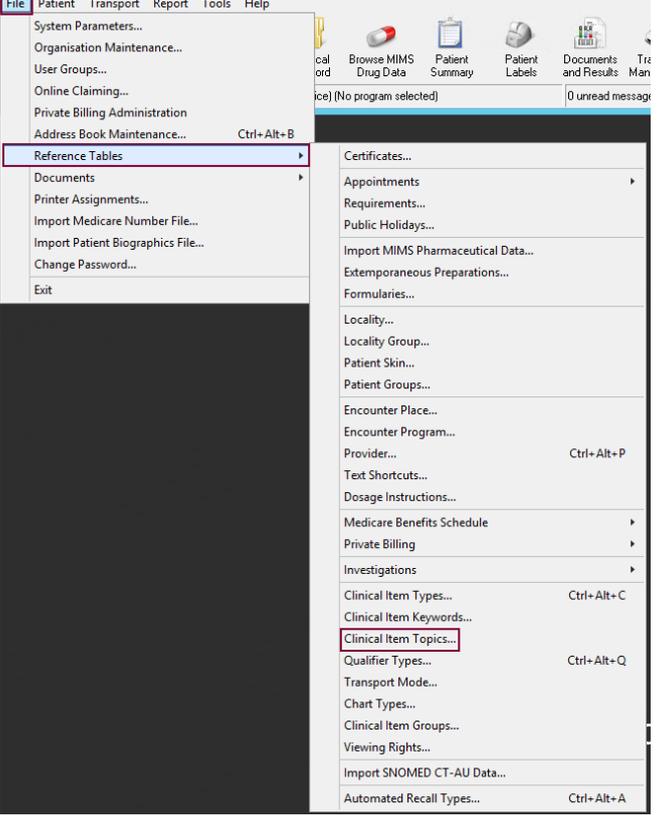
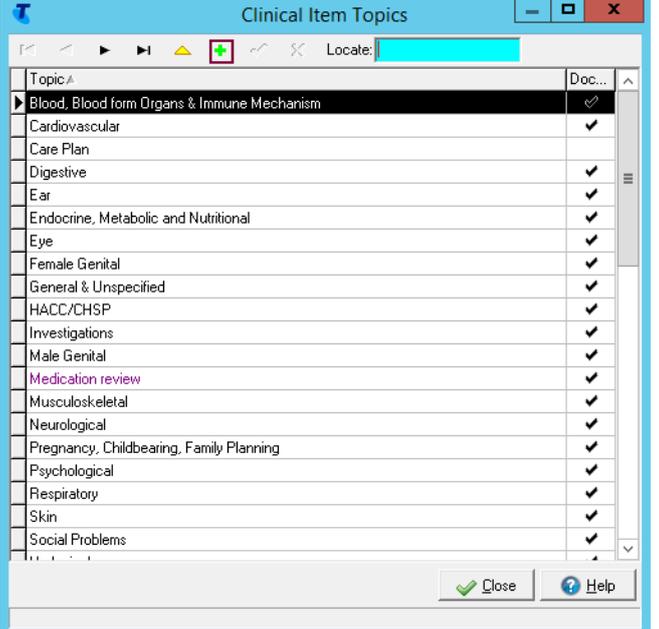
Communicare - How to obtain the Patient ID and record patient consent

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.

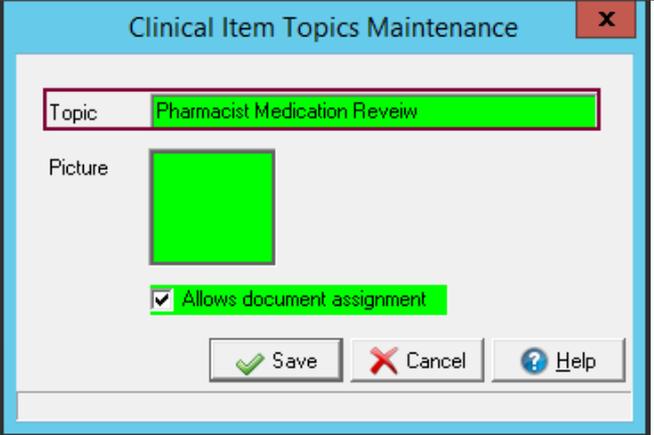
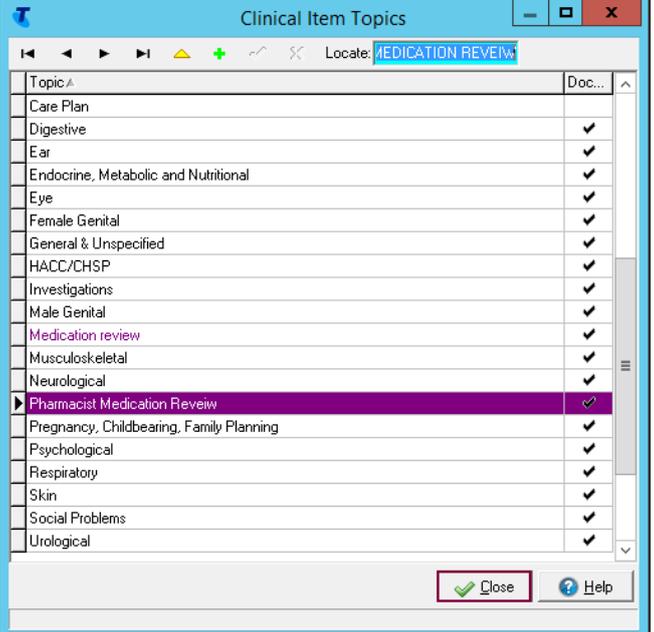
<p>1. On the main window banner, select the 'Patient Biographics' button, this is the first button on the far left, under the menus</p>	
<p>2. On the 'Add or change patient biographic details...' window enter in the patients surname into the 'Patient Name:' text box</p>	
<p>3. Select the required patient's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

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).

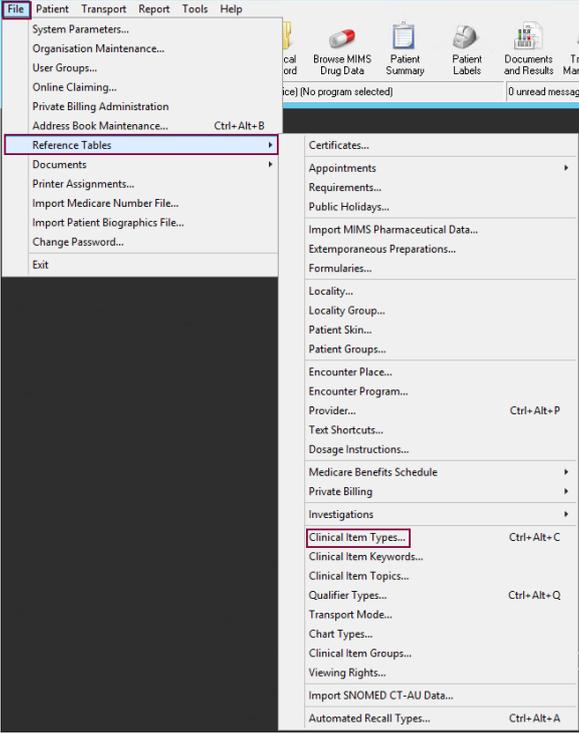
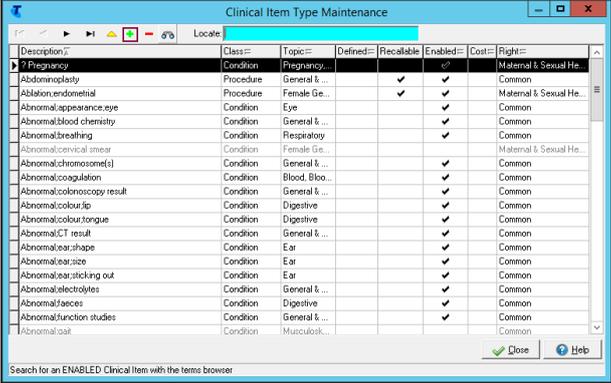
<p>1. Log into Communicare with a user account that has access to the 'Reference tables' under the 'File' menu</p>	
<p>2. Select 'File > Reference Tables > Clinical Item Topics..' from the menu at the top of the main Communicare screen</p>	 <p>The screenshot shows the 'File' menu in the Communicare software. The 'Reference Tables' option is highlighted with a red box. A sub-menu is open, showing 'Clinical Item Topics...' also highlighted with a red box. Other options in the sub-menu include Certificates..., Appointments, Requirements..., Public Holidays..., Import MIMS Pharmaceutical Data..., Extemporaneous Preparations..., Formularies..., Locality..., Locality Group..., Patient Skin..., Patient Groups..., Encounter Place..., Encounter Program..., Provider..., Text Shortcuts..., Dosage Instructions..., Medicare Benefits Schedule, Private Billing, Investigations, Clinical Item Types..., Clinical Item Keywords..., Qualifier Types..., Transport Mode..., Chart Types..., Clinical Item Groups..., Viewing Rights..., Import SNOMED CT-AU Data..., and Automated Recall Types....</p>
<p>3. On the 'Clinical Item Topics' window select the green '+' button on top of the Clinical Item Topics list</p>	 <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 & Immune Mechanism', is selected and has a checkmark in the 'Doc...' column. Other topics include Cardiovascular, Care Plan, Digestive, Ear, Endocrine, Metabolic and Nutritional, Eye, Female Genital, General & Unspecified, HACC/CHSP, Investigations, Male Genital, Medication review, Musculoskeletal, Neurological, Pregnancy, Childbearing, Family Planning, Psychological, Respiratory, Skin, and Social Problems. At the bottom right, there are 'Close' and 'Help' buttons.</p>

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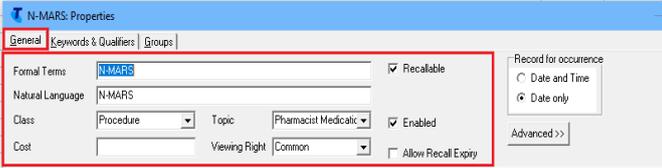
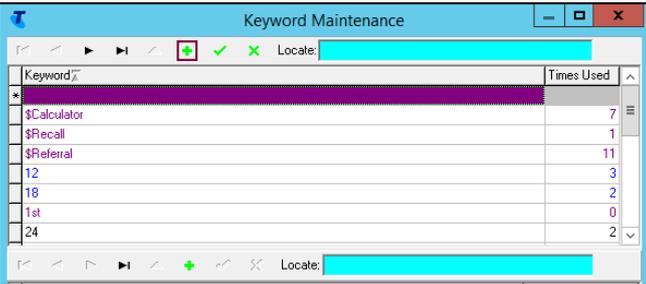
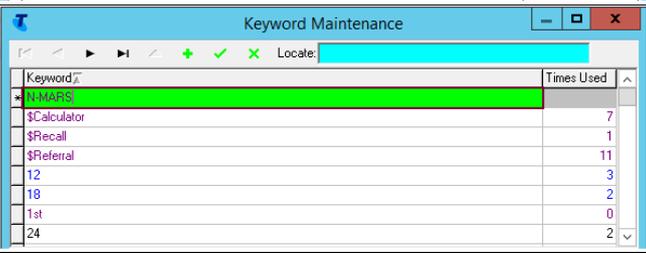
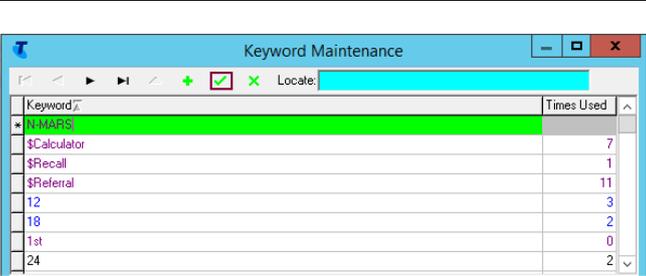
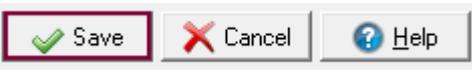
<p>4. On the 'Clinical Item Topics Maintenance' window, enter into the 'Topics' text box: Pharmacist Medication Review</p>																																											
<p>5. Select the 'Save' button to close the window and add the new clinical item topic to the list</p>																																											
<p>6. Select the 'Close' button to close the window</p>	 <table border="1" data-bbox="885 795 1508 1288"> <thead> <tr> <th>Topic</th> <th>Doc...</th> </tr> </thead> <tbody> <tr><td>Care Plan</td><td></td></tr> <tr><td>Digestive</td><td>✓</td></tr> <tr><td>Ear</td><td>✓</td></tr> <tr><td>Endocrine, Metabolic and Nutritional</td><td>✓</td></tr> <tr><td>Eye</td><td>✓</td></tr> <tr><td>Female Genital</td><td>✓</td></tr> <tr><td>General & Unspecified</td><td>✓</td></tr> <tr><td>HACC/CHSP</td><td>✓</td></tr> <tr><td>Investigations</td><td>✓</td></tr> <tr><td>Male Genital</td><td>✓</td></tr> <tr><td>Medication review</td><td>✓</td></tr> <tr><td>Musculoskeletal</td><td>✓</td></tr> <tr><td>Neurological</td><td>✓</td></tr> <tr><td>▶ Pharmacist Medication Review</td><td>✓</td></tr> <tr><td>Pregnancy, Childbearing, Family Planning</td><td>✓</td></tr> <tr><td>Psychological</td><td>✓</td></tr> <tr><td>Respiratory</td><td>✓</td></tr> <tr><td>Skin</td><td>✓</td></tr> <tr><td>Social Problems</td><td>✓</td></tr> <tr><td>Urological</td><td>✓</td></tr> </tbody> </table>	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	✓
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Communicare - How to record a new Clinical Item Types

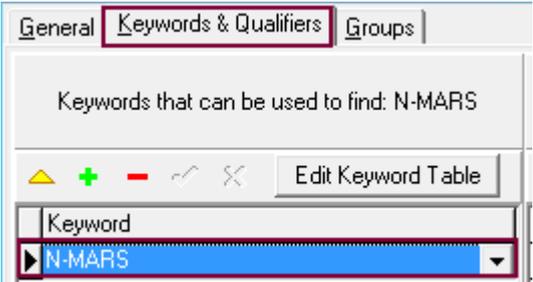
This section will go through how to record three (3) new clinical item types, to be used with a new clinical item type, to record the reason why the patient came to visit the clinic.

<p>1. Log into Communicare with a user account that has access to the 'Reference tables' under the 'File' menu</p>	
<p>2. Select 'File > Reference Tables > Clinical Item Types..' from the menu at the top of the main Communicare screen</p>	 <p>The screenshot shows the 'File' menu in the Communicare application. The 'Reference Tables' option is selected, and the 'Clinical Item Types...' option is highlighted in red. 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. The right-hand pane shows a list of various reference tables such as Certificates, Appointments, Requirements, Public Holidays, and Clinical Item Types.</p>
<p>3. On the 'Clinical Item Types Maintenance' window select the green '+' button on top of the Clinical Item Types list</p>	 <p>The screenshot shows the 'Clinical Item Type Maintenance' window. It features a table with columns for Description, Class, Topic, Defined, Recalable, Enabled, Cost, and Right. The table lists various clinical items such as Abdominoplasty, Abnormal blood chemistry, Abnormal breathing, Abnormal cervical smear, Abnormal chromosomes, Abnormal coagulation, Abnormal colonoscopy result, Abnormal cobus 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 oat. A green '+' button is visible at the top of the list.</p>

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<p>4. On the 'New Item: Properties' window, under the 'General' tab, enter in the following details:</p> <ol style="list-style-type: none"> Formal Terms: enter in one (1) of the three (3) required terms of N-MARS, MAI or Non-HMR Formal Terms: enter in the same as you have for the Formal Terms text box Class: Select 'Procedure' from the dropdown list Topic: Select 'Pharmacist Medication Review' from the dropdown list Viewing Right: Select 'Common' from the dropdown list Ensure the Enabled tick box is selected Ensure the Recallable tick box is selected 																			
<p>5. On the 'Keywords & Qualifiers' tab select the 'Edit Keyword table'</p>																			
<p>6. On the 'Keywords Maintenance' window select the green + button under the default patient group list</p>	 <table border="1" data-bbox="874 1070 1520 1272"> <thead> <tr> <th>Keyword</th> <th>Times Used</th> </tr> </thead> <tbody> <tr><td>\$Calculator</td><td>7</td></tr> <tr><td>\$Recall</td><td>1</td></tr> <tr><td>\$Referral</td><td>11</td></tr> <tr><td>12</td><td>3</td></tr> <tr><td>18</td><td>2</td></tr> <tr><td>1st</td><td>0</td></tr> <tr><td>24</td><td>2</td></tr> </tbody> </table>	Keyword	Times Used	\$Calculator	7	\$Recall	1	\$Referral	11	12	3	18	2	1st	0	24	2		
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<p>9. On the 'Keywords & Qualifiers' tab select the 'Edit Keyword table' . Click on the green + sign as shown. A new line will appear.</p>	
<p>10. In the new line in the 'Keyword' table enter in the same keyword, that was used in step 4 of either: N-MARS, MAI or Non-HMR</p>	
<p>11. Select the 'Save' button to close the window and add the new clinical item topic to the list</p>	
<p>12. Repeat Steps 3 to 11 until all three (3) required terms have been added to the 'Clinical Item Type Maintenance' window</p>	

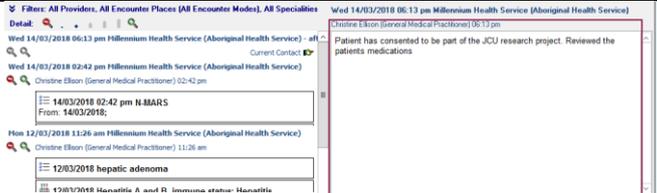
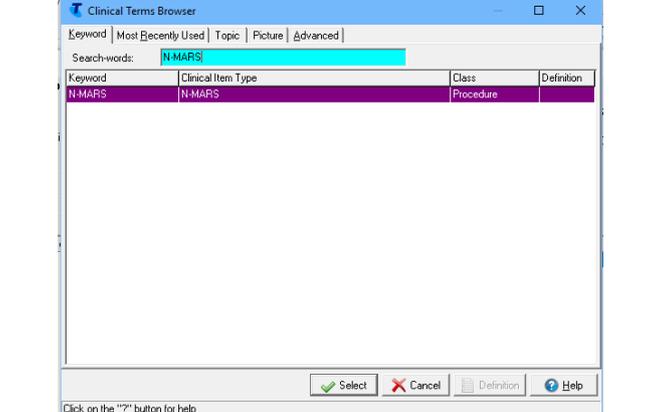
Communicare - How to add the Clinical Items to the patient progress notes

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):

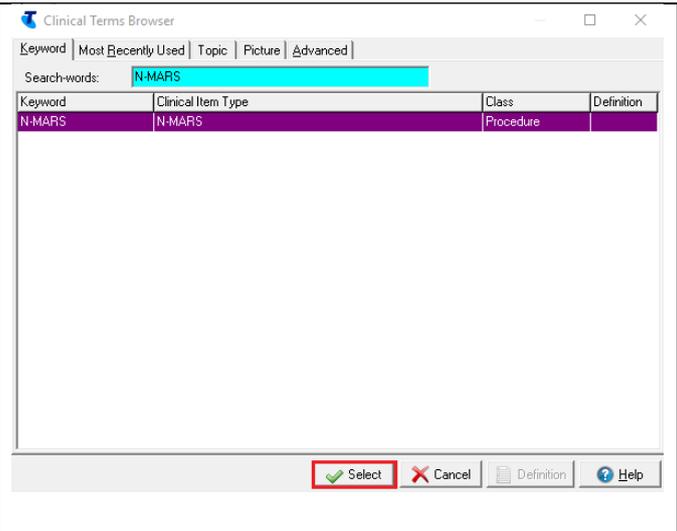
- **N-MARS**- refers to the NACCHO Medication Adherence and Readiness Scale
 - **MAI** – refers to the Medication Appropriateness Index
 - **Non-HMR**- refers to a medication management review that was not conducted in the patient's home.
- If the visit involved conducting any of the above assessments, 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 'Progress Notes'									
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 'Clinical Item' button									
5. On the 'Clinical Terms Browser' window on the 'Keyword' tab, in the 'Search-words:' text box, search for the required keyword of N-MARS, MAI or Non-HMR that you conducted during the consultation Please Note: you can only add one term at a time	 <table border="1" data-bbox="932 1657 1461 1966"> <thead> <tr> <th>Keyword</th> <th>Clinical Item Type</th> <th>Class</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>N-MARS</td> <td>N-MARS</td> <td>Procedure</td> <td></td> </tr> </tbody> </table>	Keyword	Clinical Item Type	Class	Definition	N-MARS	N-MARS	Procedure	
Keyword	Clinical Item Type	Class	Definition						
N-MARS	N-MARS	Procedure							

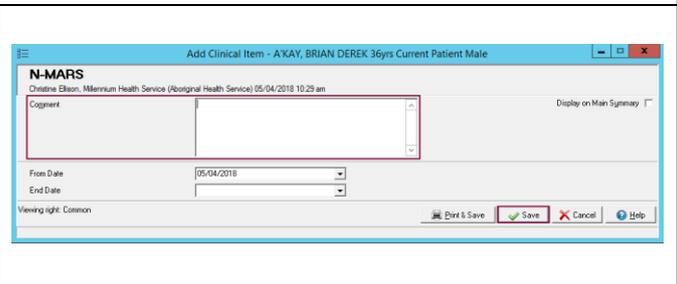
Pharmacists in Aboriginal Community Controlled Health Services
Clinic - Pharmacists procedure for Communicare

6. Select the required keyword from the list and select the **'Select'** button

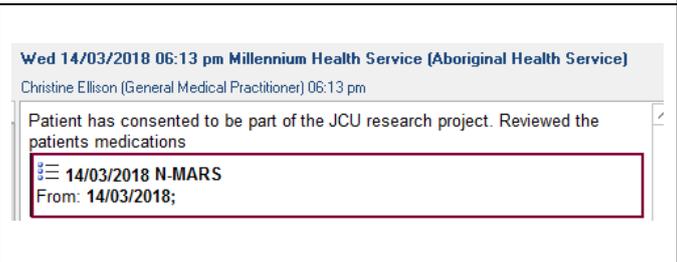


7. On the **'Add Clinical Item'** window add any additional comments and select **'Save'** button.

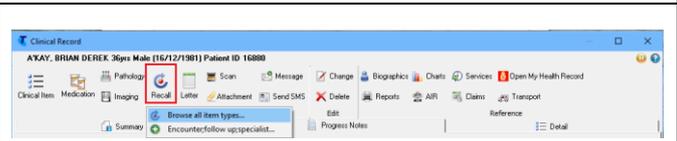
Please Note: Please do not use the patient's name or any identifiable information in this comment



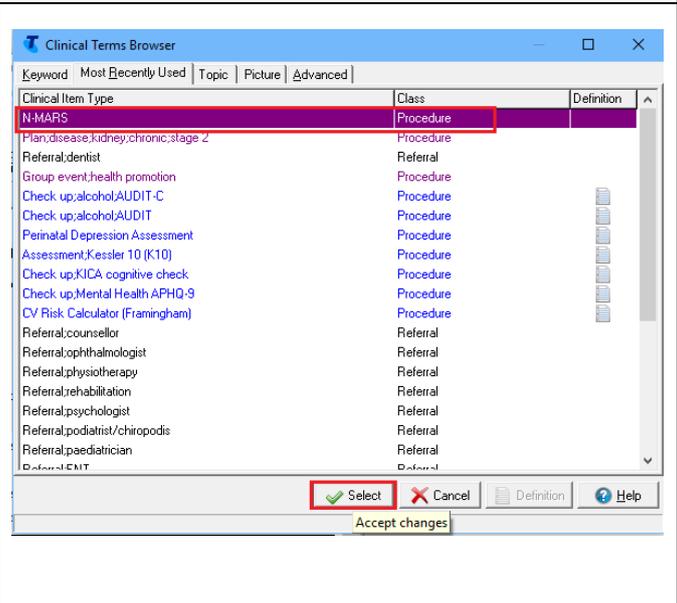
8. This will add the clinical item to the patient's progress notes



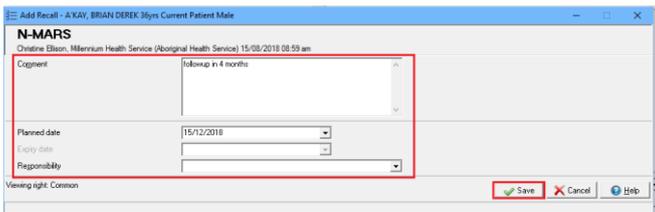
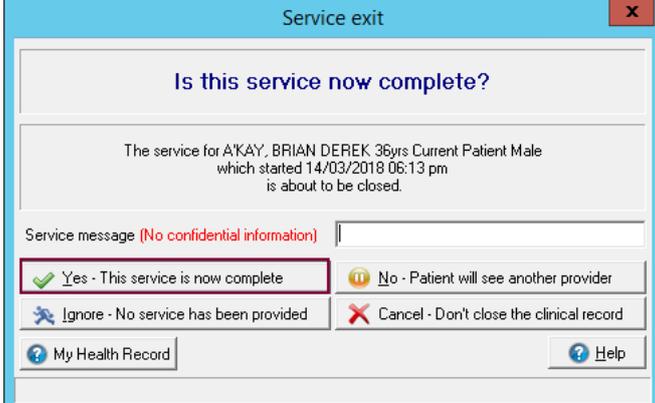
9. (Optional) To add a recall for this patient, click on **Recall** and select **browse all item types**



10. Select **N-MARS** (or MAI, Non-HMR) and click **Select**



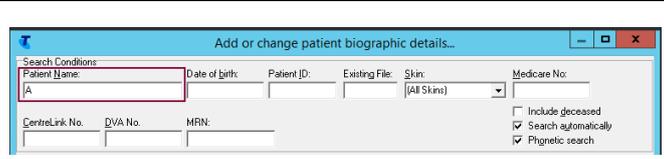
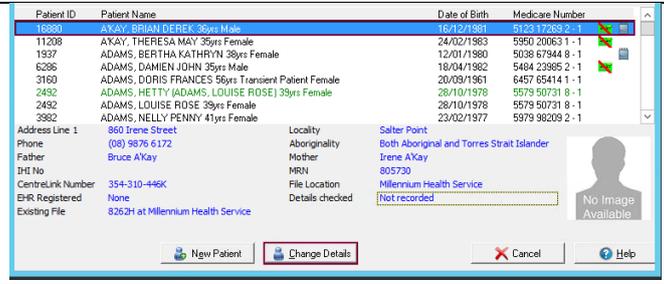
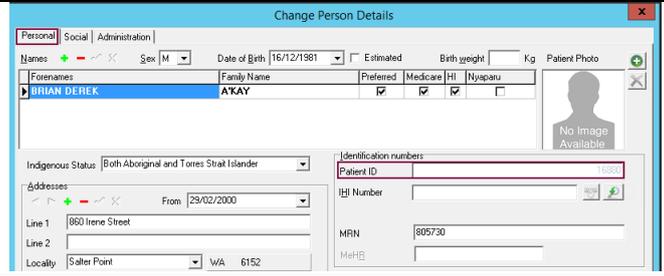
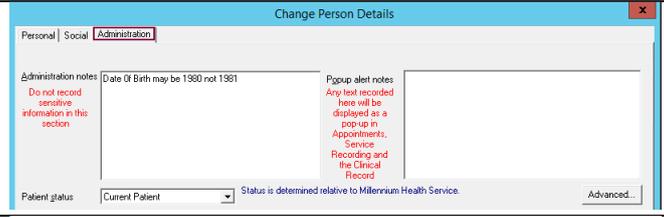
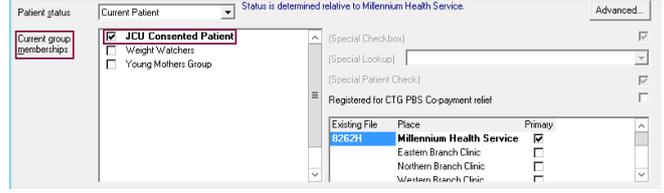
**Pharmacists in Aboriginal Community Controlled Health Services
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<p>11. Select the Date you wish to recall the patient and your name in Responsibility. Save.</p>	
<p>12. Repeat Steps 4 to 11 until you have added all required clinical items performed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

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

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