



Pharmacists in Aboriginal Community Controlled Health Services

Procedures for Best Practice

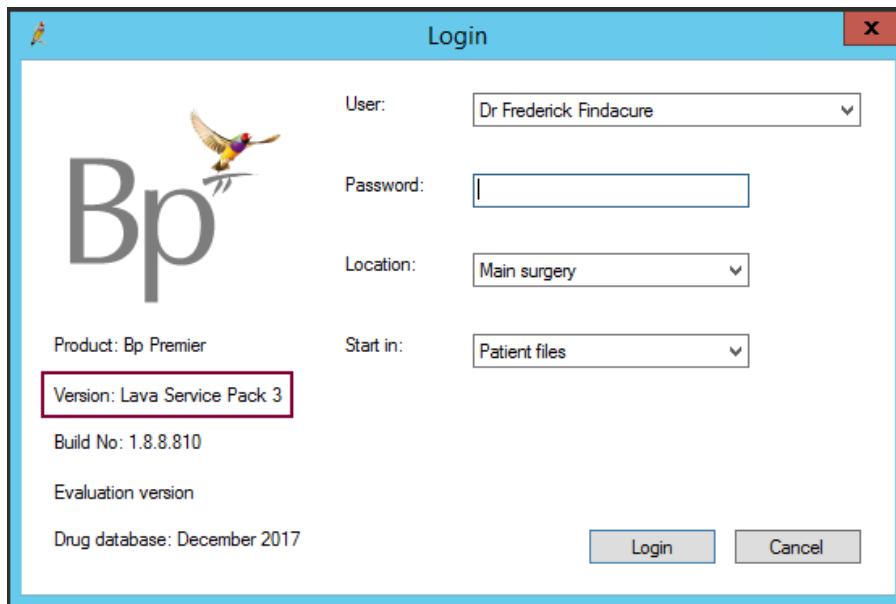
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Overview

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.

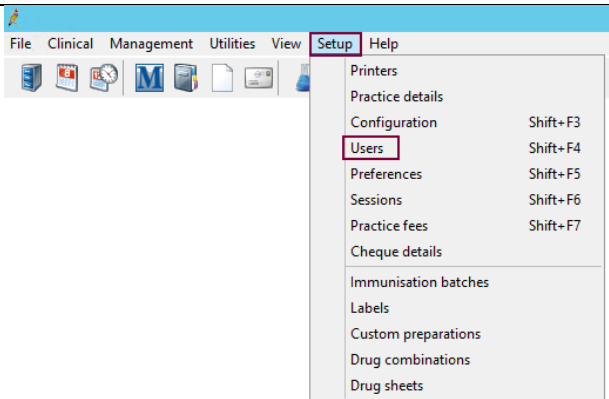
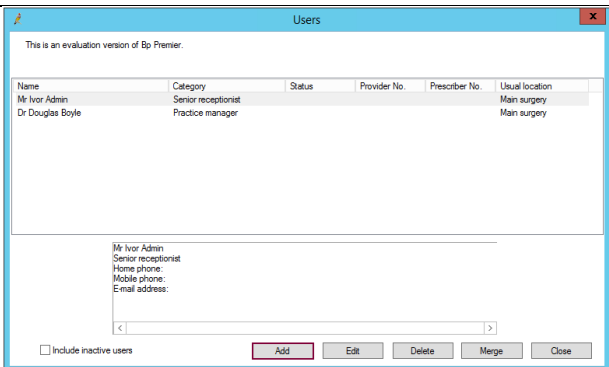
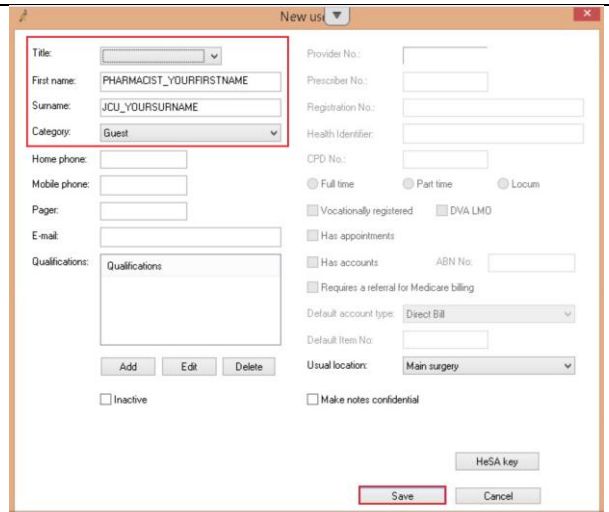
This guide is for Best Practice Lava version, the below screenshot will show how to determine the Best Practice version.



The screenshot shows the 'Login' window for Bp Premier. The window has a blue title bar with the text 'Login' and a close button. On the left side, there is a logo with the letters 'Bp' and a small bird icon. Below the logo, the following text is displayed: 'Product: Bp Premier', 'Version: Lava Service Pack 3' (highlighted with a red box), 'Build No: 1.8.8.810', 'Evaluation version', and 'Drug database: December 2017'. On the right side, there are four dropdown menus: 'User:' (set to 'Dr Frederick Findacure'), 'Password:' (empty), 'Location:' (set to 'Main surgery'), and 'Start in:' (set to 'Patient files'). At the bottom right, there are two buttons: 'Login' and 'Cancel'.

Best Practice - How to create a Pharmacists user account

This section will go through how to create a new user for the pharmacist. Also with this new user, a 'sessions setup' may be needed so patient appointments can be booked into a new appointment type called 'Pharmacist', so reception staff know who the patients are there to see. If someone at the practice does not know how to set this up, they will need to call BP support for help.

1. Log into Best Practice with a user account that has access to the 'Setup' menu	
2. Select 'Setup > Users' from the menu at the top of the main BP screen	
3. On the 'Users' window, select the 'Add' button	
<p>4. On the 'New user' window enter in the following details:</p> <ol style="list-style-type: none"> Title drop down list: Select blank First Name: Pharmacist_YourFirstName Surname: JCU_YourSurname Category drop down list: Select 'Guest' Select the 'Save' button 	

5. On the **'Password'** window do the following:
- Enter in the users new password
 - Confirm the users new password
 - Select the **'Save'** button

6. On the **'Permissions'** window give the Pharmacist user the following permissions as a minimum:

- Patient demographics: Add/Edit/Delete
- Clinical Record: Allow Access
- Clinical notes: Add/Edit/Delete
- Prescriptions: View only (*can choose Add/Edit/Delete if the clinic wants the pharmacist to edit current prescriptions*)
- Past History: Add/Edit/Delete
- Immunisations: Add/Edit/Delete
- Observations: Add/Edit/Delete
- Investigations reports: view only
- EPC items: Add/Edit/Delete
- Family/Social History: Add/Edit/Delete
- Daily message: Allow access
- Search clinical data: Allow access
- Reminder lists: Allow access
- Own preferences: Add/Edit/Delete
- Script lookup: Allow access
- Waiting room: Allow access
- Appointments: Add/Edit/Delete
- Select the **'Save'** button

Note: After discussion with clinic staff, the permissions may also be extended to include access to a range of other items. This is an individual practice decision. These may be:

- Set-up drug sheets
- Printers
- Reference data-bases
- Patient education material, etc


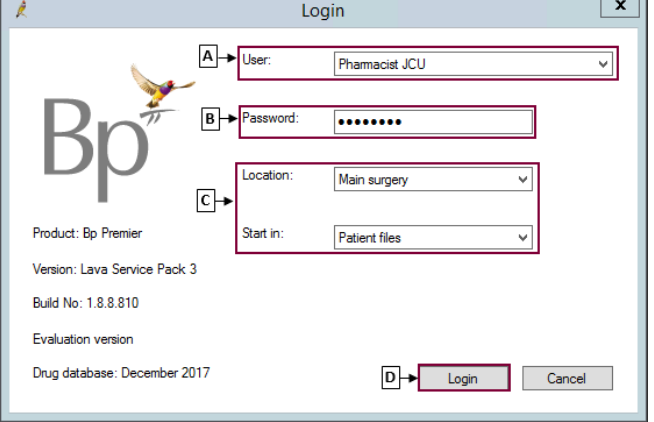
Section	Permission
User details	No access
Patient demographics	Add/Edit/Delete
Merge patients	Not allowed
Clinical record	Allow access
Clinical notes	Add/Edit/Delete
Prescriptions	View only
Past history	Add/Edit/Delete
Immunisations	View only
Observations	View only
Correspondence out	No access
Correspondence in	No access
Investigation reports	View only
Obstetric data	No access
Pap smears	No access
EPC items	View only
Family/Social history	View only
Setup Drug sheets	Deny access
Practice Email	Deny access
Daily message	Allow access
Contacts	No access
Messages	Not allowed

7. Close the **'User'** window

Name	Category	Status	Provider No.	Prescriber No.	Usual location
Mr Ivor Admin	Senior receptionist				Main surgery
Dr Douglas Boyle	Practice manager				Main surgery
Pharmacist JCU	Guest				Main surgery

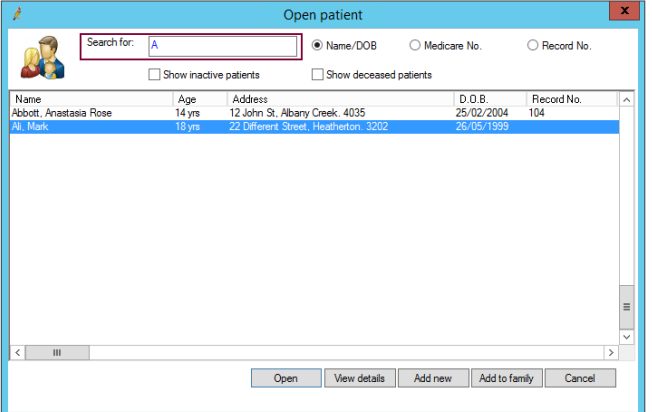
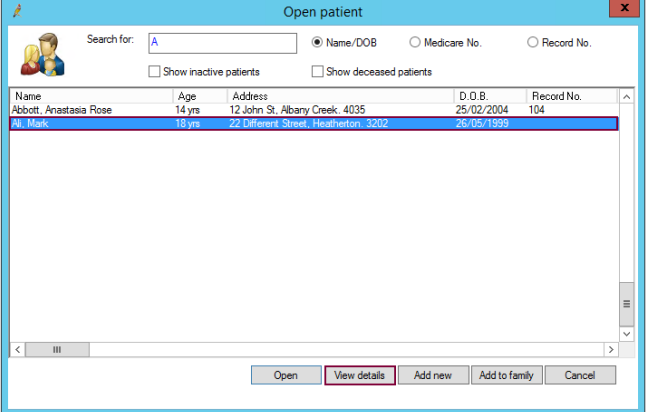
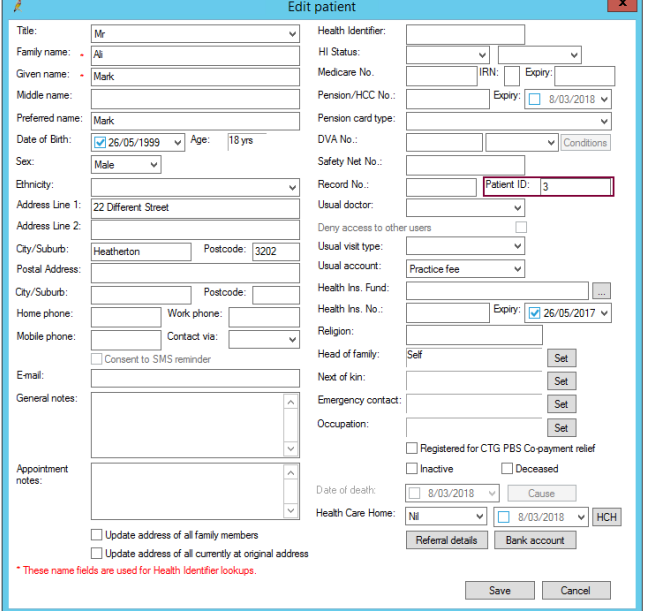
Best Practice - How to login as a Pharmacist

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

1. Double click onto the Best Practice icon on the desktop	 A desktop icon for 'Best Practice' featuring a colorful bird and the text 'Best Practice'.
2. On the ' Login ' window do the following: a. User dropdown list: Select Pharmacist JCU b. Password: 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 ' Login ' button	 A screenshot of the 'Login' window. It features the 'Bp' logo and a bird icon. On the left, it lists: Product: Bp Premier, Version: Lava Service Pack 3, Build No: 1.8.8.810, Evaluation version, and Drug database: December 2017. On the right, there are four fields: 'User:' with a dropdown menu (labeled A), 'Password:' with a masked input (labeled B), 'Location:' with a dropdown menu (labeled C), and 'Start in:' with a dropdown menu. At the bottom right, there are 'Login' and 'Cancel' buttons (labeled D).

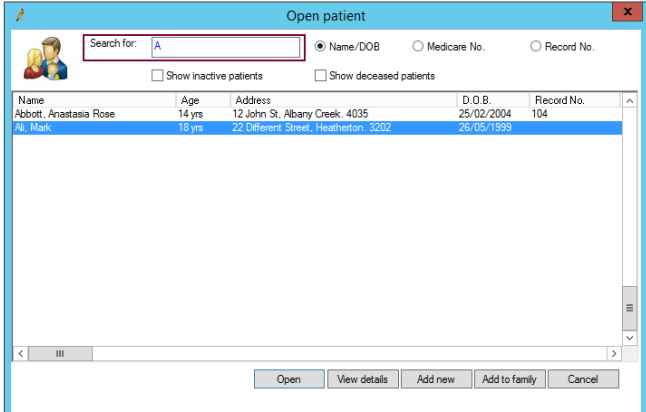
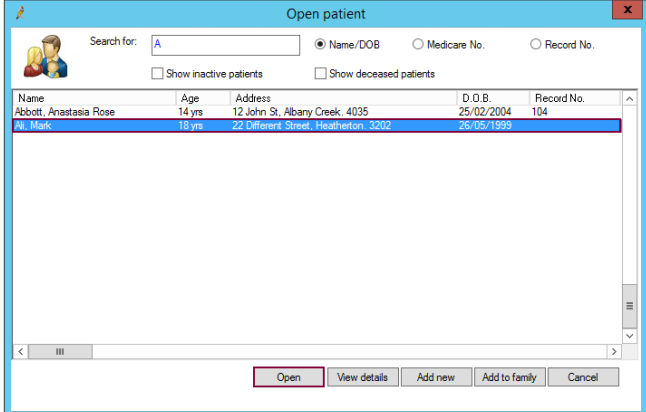
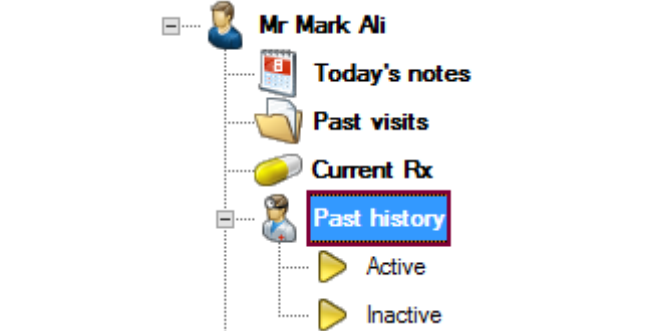
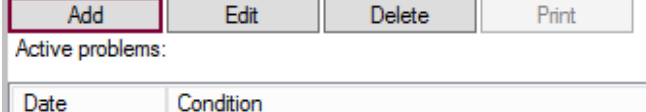
Best Practice - How to obtain the Patient ID

This section will go through how to get the Patient ID from the Edit Patient window
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>1. On the 'Open Patient' window enter in the patients surname into the 'Search for:' text box</p>	
<p>2. Select the required patient's name in the list, this will make the patient go blue and select the 'View details' button</p>	
<p>3. On the 'Edit Patient' window on the right hand-side take note of the 'Patient ID' into the pharmacist log-book.</p> <p>Please Note: The Patient ID is on the far right hand-side of the window underneath the 'Safety Net No' field</p>	
<p>4. Select the Cancel button to close the window on the bottom right of the window</p>	

Best Practice - How to record the Patients consent

This section will go through how to get the Patient Consent onto the Patient medical record

<p>1. On the ‘Open Patient’ window enter in the patients surname into the ‘Search for:’ text box</p>	 <table><tr><th>Name</th><th>Age</th><th>Address</th><th>D.O.B.</th><th>Record No.</th></tr><tr><td>Abbott, Anastasia Rose</td><td>14 yrs</td><td>12 John St, Albany Creek, 4035</td><td>25/02/2004</td><td>104</td></tr><tr><td>Ali, Mark</td><td>18 yrs</td><td>22 Different Street, Heatherton, 3202</td><td>26/05/1999</td><td></td></tr></table>	Name	Age	Address	D.O.B.	Record No.	Abbott, Anastasia Rose	14 yrs	12 John St, Albany Creek, 4035	25/02/2004	104	Ali, Mark	18 yrs	22 Different Street, Heatherton, 3202	26/05/1999	
Name	Age	Address	D.O.B.	Record No.												
Abbott, Anastasia Rose	14 yrs	12 John St, Albany Creek, 4035	25/02/2004	104												
Ali, Mark	18 yrs	22 Different Street, Heatherton, 3202	26/05/1999													
<p>2. Select the required patient’s name in the list, this will make the patient go blue and select the ‘Open’ button</p>																
<p>3. On the menu tree on the left hand-side, select ‘Past History’</p>																
<p>4. On the ‘Past History’ section to the right of the menu tree, select the ‘Add’ button</p>																

5. On the **'Past Medical History'** window enter in the following details:
- Select the **'Today'** tick box
 - In the **'Condition'** textbox enter: **JCU Consented Patient**
 - Ensure the **'Active'** tick box is selected
 - Ensure all the tick boxes on the bottom right are unselected
 - Select the **'Save'** button

6. This will add that the patient has consented to participate in the study as part of their Active Past Medical History
Please Note: upon saving, BP will automatically de-capitalise JCU

Add Edit Delete Print				<input type="checkbox"/> No significant PMH			
Date	Condition	Severity	Description	Summary	Confidential	My Health Record	Details
08/03/2018	Jcu consented patient			No	No	No	

Best Practice - How to add the patients reason for visit

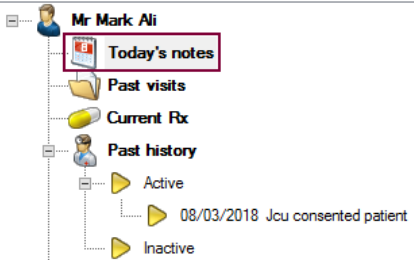
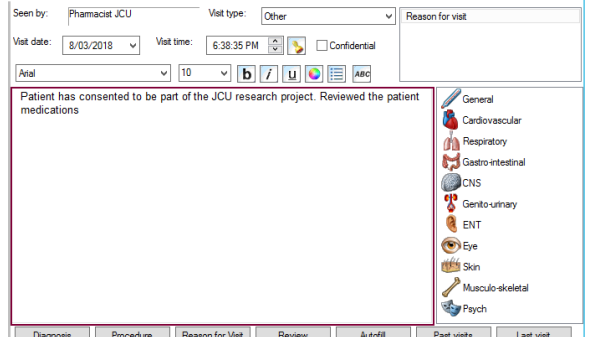
Once the pharmacist has assessed the patient for medication adherence (N-MARS), and/or medication appropriateness (MAI), and/or undertaken a medication management review that was not conducted in the patients home (a non-HMR), this can be recorded in the patient records.

Codes to use in the CIS (patient records):

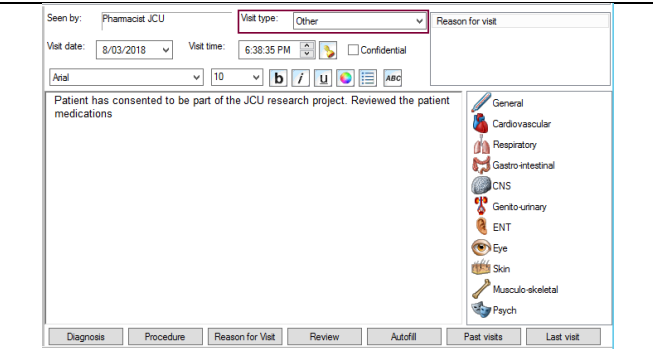
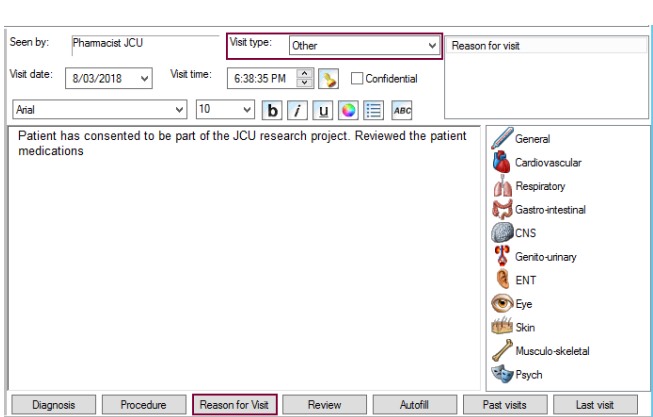
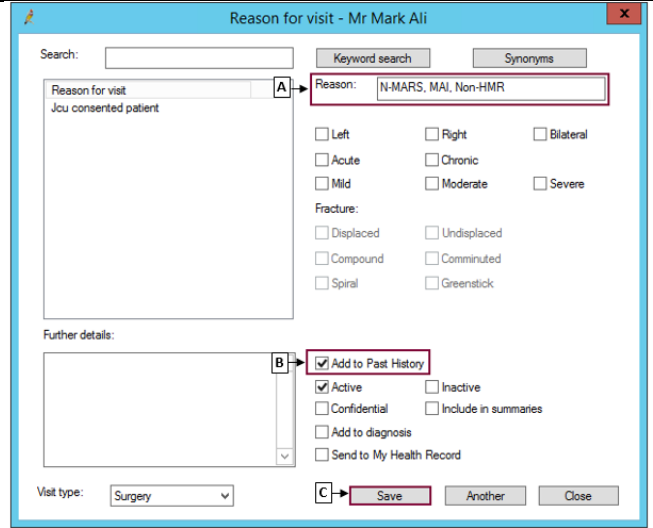
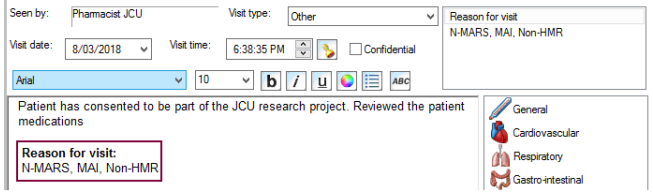

- **N-MARS**- refers to the NACCHO Medication Adherence and Readiness Scale
- **MAI** – refers to the Medication Appropriateness Index
- **Non-HMR**- refers to a medication management review that was not conducted in the patient's home.

- 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 reason for the patient's visit to the patient's today's notes

1. Ensure you are in the required patient's clinical record	
2. On the menu tree on the left hand-side, select 'Today's notes'	
3. Enter in any required notes in the 'Today's notes' section to the right of the menu tree	

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Clinic - Pharmacists procedure for Best Practice Lava

<p>4. At the top of the 'Today's notes' text box, select 'Other' from the 'Visit Type' drop down list</p>	
<p>5. At the bottom of the 'Today's note' section select the 'Reason for Visit' button</p>	
<p>6. On the 'Reason for Visits' window enter in the following details:</p> <ol style="list-style-type: none"> In the 'Condition' textbox enter in one or more of the following text that applies to the visit: N-MARS, MAI, Non-HMR The 'Add to Past History' tick box does not need to be selected Select the 'Save' button 	
<p>7. This will add the reason for the visit to the patient's today's notes</p>	
<p>8. At the top right of the patients clinical record window, select the 'Finalise Visit' button</p>	

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9. Finalise the visit as per the process given by the clinic. Ensure you select the **'Save & Close'** button. This will close the whole clinical record window for that patient.

The screenshot shows the 'Finalise visit' window with the following fields and controls:

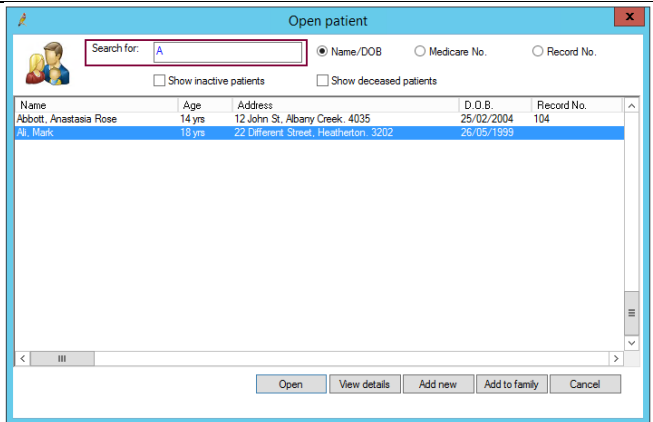
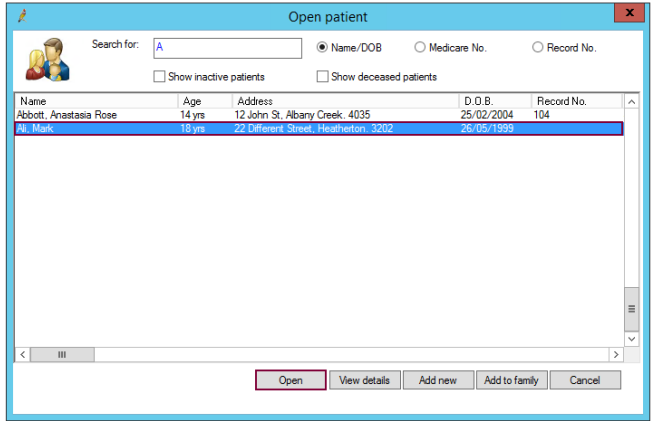
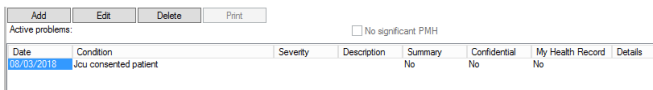
- Visit length:** 15m 46s
- Account type:** Direct Bill (dropdown)
- MBS item:** (text input) with a checked **Default list** checkbox and a **Search MBS** button.
- Table 1:** A table with columns: Description, Item No., Fee, Rebate. It contains one empty row.
- Items to bill:** A section with a table containing columns: Description, Service text, Item No., Fee, Rebate. It contains one empty row.
- Note to reception:** A text area with a scroll bar.
- Checkboxes:** ☐ Not normal aftercare, ☐ In hospital.
- No. of patients:** 1 (text input).
- Buttons:** Save, **Save & Close** (highlighted with a red box), Cancel.


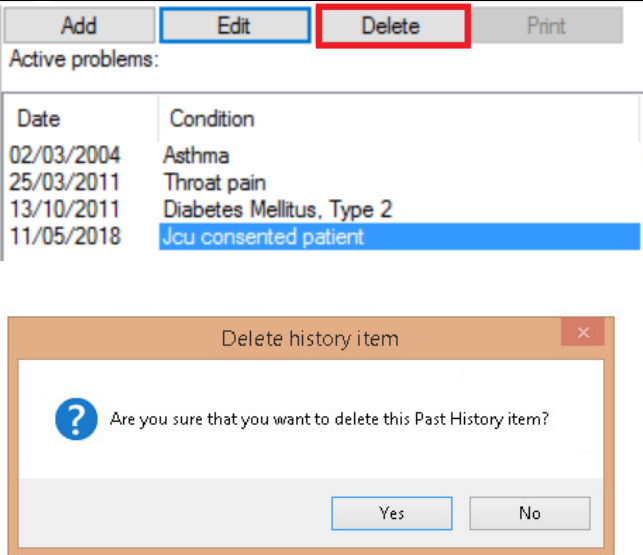
Best Practice - How to remove the patient consent

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.

While the Pharmacist may have access to the Add/Edit/Delete option in the Past History permissions to record consent, please check that the ACCHS will allow the Pharmacist to delete the consent record from the Past History.

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 'Open Patient' window enter in the patients surname into the 'Search for:' text box</p>	 <p>The screenshot shows the 'Open patient' window. At the top, there is a search bar with the text 'Search for: A'. Below the search bar are two checkboxes: 'Show inactive patients' and 'Show deceased patients'. Below these is a table with columns: Name, Age, Address, D.O.B., and Record No. The table contains two rows: 'Abbott, Anastasia Rose' (14 yrs, 12 John St, Albany Creek, 4035, 25/02/2004, 104) and 'Al, Mark' (18 yrs, 22 Different Street, Heatherton, 3202, 28/05/1999). The second row is highlighted in blue. At the bottom of the window are buttons: 'Open', 'View details', 'Add new', 'Add to family', and 'Cancel'.</p>
<p>2. Select the required patient's name in the list, this will make the patient go blue and select the 'Open' button</p>	 <p>This screenshot is identical to the previous one, but the second row 'Al, Mark' is now highlighted in blue. The 'Open' button at the bottom is highlighted with a red border.</p>
<p>3. Select the record with the 'Condition' reading 'JCU Consented Patient'</p>	 <p>The screenshot shows the 'Active problems' section. At the top are buttons: 'Add', 'Edit', 'Delete', and 'Print'. Below these is a checkbox 'No significant PMH'. Below that is a table with columns: Date, Condition, Severity, Description, Summary, Confidential, My Health Record, and Details. The first row is highlighted in blue and contains the text: '09/03/2018 JCU consented patient'. The 'Confidential' column has the value 'No'.</p>

<p>4. On the menu tree on the left hand-side, select 'Past History'</p>	
<p>5. Select the record with condition reading JCU Consented Patient:</p> <ol style="list-style-type: none"> Click the 'Delete' button Click 'Yes' in the Delete history item box Close the patient record 	
<p>6. Enter the Patient ID and Withdrawal into the Pharmacist Logbook, along with the reason (if one is given).</p>	