



# How to make it work!

**Practice staff use clinical software program to identify suitable patients:**

- Clinical need, but consider
- multiple medications
  - suspected medication problems
  - those discharged from hospital
  - linking with GPMP, Team Care Arrangement or Health Assessment

**Patient attends surgery**

- THE GP**
- Explains and initiates HMR
  - Generates HMR Referral for community pharmacy of the patient's choice (sent with patient or faxed)

- PRACTICE STAFF**
- Records details - referral date; patient name; pharmacy name
  - Bills Item Number appropriate for that consultation
  - Monitors for confirmation that Referral has been received by pharmacy

- PHARMACIST**
- Conducts home visit
  - Sends report to GP; copy to community pharmacy
  - Discusses findings with GP

- PRACTICE STAFF**
- Monitors for receipt of pharmacist's report
  - Documents and files report
  - Recalls patient

**Patient has second consultation with GP**

- THE GP**
- Discusses HMR report with patient
  - Prepares Management Plan based on pharmacist's report
  - Sends copy to community pharmacy
  - Offers copy to patient

- PRACTICE STAFF**
- Bills Item 900
  - Bills Item 10990 if applicable