

Pharmacy S.O.S

Newsletter

Welcome To The Pharmacy S.O.S Newsletter



Online Job Sites

There are a multitude of websites that list potential opportunities for pharmacists to gain employment, some of which are advertised on companies websites in advance of the usual places such as seek.com.au and mycareer.com.au. These opportunities are both the "classic" retail and hospital environments but also other areas such as government,

industry, academic etc.

The Pharmacy S.O.S website lists a number of these direct links (under [WWW Resources](#)). If your pharmacy has a website that posts new positions, [please let us know](#) and we will add it to the list.

Go to pharmacysos.com.au/www-resources to check it out...

AUGUST 2011

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Testimonials: Find out what others think about our service.

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SYDNEY 21-23 September 2011

Presented by Geoff Perry, FMRC Bus Dev.

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- Megan Kelly, Kiama



Medication Reviews and what the GP wants

On speaking to a local GP regarding home medication reviews (HMR) and their relevance to their practice, it became apparent that we need to step up our game in the art of medication reviews.

Everything the doctor initially said was positive. Things like

- Thoughts pharmacy has a significant role in the medication management of his patients.
- That HMRs were probably one of the best funded ideas that would have been struck as a government funded initiative.
- That the practice was interested in referring patients for HMRs.
- They value the clinical significance of the recommendations more than the funding etc etc

However only a total of THREE (3) HMRs requested from the clinic (it was actually a super-clinic!) in the last 12 months.

Here is why. The doctor relays a story that is at the heart of the poor uptake not only from this clinic, but from other clinics also.

The story (slightly changed to protect the identity but you'll get the gist) is that the doctor refers a patient for a HMR to the local pharmacy. The patient is of a Spanish speaking background and so he specifically requested either a translator Spanish speaking pharmacist to conduct the interview of the pharmacy. "Sure" the pharmacist replies. That will be done. We have a Spanish speaking staff member who can attend the interview.

A week or so later, a report is returned. The accredited pharmacist conducted the interview, but the Spanish speaking staff member was off duty that day and did not attend the interview.

Consider this: The patient had no working knowledge of the English language. They needed assistance with their medications and the doctor saw an opportunity for the pharmacist to play an important role in the medication management of the patient. A *special* request was made, and was agreed to by the pharmacy. **The report that followed failed to meet one of the basic fundamentals of what HMRs are all about: Communication....**

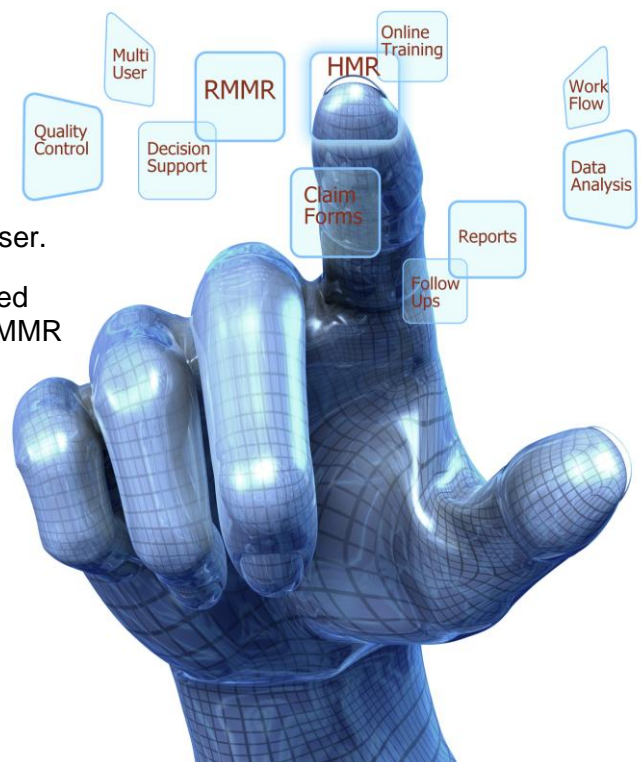
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The latest in... Medication Review Management Software

The most advanced HMR/RMMR management, decision support and reporting system. Suitable for large multi-pharmacy organisations or the small single user.

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Inability to communicate with the patient would clearly indicate a poorly written report, a waste of the governments resources, a waste of the doctors time, and a perception at the clinic that HMRs are nothing but a waste of time.

So only three were requested in the 12 month period to the day I spoke with this doctor.

Clearly some lessons to be learnt here:

1. Listen to what the GP has to say... understand why a HMR is being requested.
2. Address the issues that the doctor is seeking to have resolved.
3. Address the issues that the patient has about their medications (and if you cannot communicate with them, you cannot understand these concerns).

4. In the report, specifically address items 2 and 3. Perhaps even create a subheading outlining the recommendations suggested in order to resolve the particular concerns.

Without these, as an absolute minimum, the report can almost be rendered useless by the GP. You may have the best report otherwise with some exceptionally good recommendations about ADRs, drug interactions and streamlining medications, but like in this case, if the patient did not understand anything you said, and the GP is left wondering what the point of the HMR was, then we may well risk losing the funded privilege that we currently have in the patients medication management.

Samer Hakim
Consultant Pharmacist

The digital world!!! Emails, twitter, SMS...

Did you know you can book locums via

1. email,
2. on the website,
3. and via SMS?

@PharmacySOS! Most shifts get tweeted there first, before they go out via SMS.

Do you receive our newsletters online?

If you are a locum pharmacist or looking for positions, the best place to be to go is to follow tweets on our Twitter account **@PharmacySOS!**

If not, please make sure you fill your details below and fax back to 1300204656 or subscribe online at www.pharmacysos.com.au.

Need a long term locum? Planning a holiday?

We can help find the perfect pharmacist and cap our fees so you don't keep paying for weeks on end...



P.O. BOX 2053 | ROWVILLE VIC 3178
 P: 1300 505 247 | F: 1300 204 656

Contact Name: _____

If you are registering a pharmacy, business name: _____

Email: _____@_____

Please contact me about Pharmacy SOS Services: Y/N

Best contact number: _____

FAX BACK TO 1300 204 656

Testimonials - how do *you* find Pharmacy S.O.S?



• **"@suebiepie Shoutout to @PharmacySOS. Thanks for hooking me up for those shifts. Easiest way to find extra shifts =D."** Sue, Locum on Twitter.

• **"Thanks for your help. You are by far the most efficient service I have used."** Liz, Manager WA.

• **"This is fantastic.... I absolutely love it-thank you all very much. Have filled in the calendar its fantastic, thx."** Kevin – Locum Pharmacist. VIC

• **"SOS has been very reliable in providing us with quality Locum pharmacist on a very short notice of time. Their service can always be relied upon especially in the time when you need it most."** Deep, PIC, VIC

Let us know what *YOU* think about our service, leave us your comments via E-mail at sos@pharmacysos.com.au or go [to the website](http://www.pharmacysos.com.au).

