

Frequently asked questions:



1) *How do I prepare for the visit?*

It helps to have all of your prescription and over-the-counter medications out ready for the visit.

2) *How much does it cost?*

FREE. Fully covered by Medicare.

3) *How long will the visit take?*

On average, about 45 minutes.

4) *Does it need to be at my home?*

No, but it is preferred. Alternative arrangements could be made with the surgery or community pharmacy.

5) *Why have I been referred for HMR?*

Based on your eligibility criteria (e.g. 5 or more tablets), your GP feels this could potentially be a very beneficial service.

6) *Is the clinical pharmacist from the Govt. ?*

No. The pharmacist is independent and specifically chosen by your GP and pharmacy.

7) *What happens with the pharmacist's recommendations:*

Your surgery is sent a letter after the visit. You and your GP will then discuss any options in a follow-up appointment.

8) *(Post visit) I'm glad we did this...when can I have another visit?*

The HMR service is available on a 12-monthly basis - your GP may remind you when it is next available.

About me...

Hello,

My name is Michael Bonner, and I am the clinical pharmacist who will receive your HMR referral.



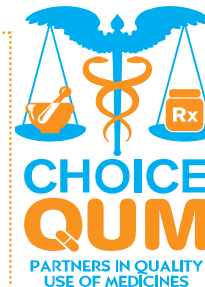
I am based in Brisbane and travel extensively throughout QLD and NSW as a consultant pharmacist in both residential care and the community.

I look forward to meeting with you and I will be in contact shortly to arrange a convenient time for the home medication visit.

I am confident that you will find this service to be an extremely beneficial.

Yours faithfully,
Michael

Michael Bonner (B.Pharm; B.Bus.Mgt; AACPA)
Clinical Pharmacist
15 Rouen Rd, Bardon, QLD, 4065
Phone: 07 32792247
Fax: 07 32796135
Mobile: 0417953536
E-mail: michael@choicequm.com.au



Home medication visit information

A HMR is a free and very helpful service provided by a specially trained clinical pharmacist.



Thanks for having me over to chat about your tablets Mrs Smith...



Who is eligible?

Patients with any ONE of the following are eligible:

- ✓ Taking 5 or more medications;
- ✓ Recent changes in medications;
- ✓ Taking a medication that needs to be closely monitored;
- ✓ Suffering a potential side effect;
- ✓ Sub-optimal response to a drug;
- ✓ Possible problems with managing all the tablets and devices;
- ✓ Language difficulties, dexterity problems, impaired sight, or confusion;
- ✓ Visit more than one GP or specialist;
- ✓ Recent discharge from hospital.



The Process...

- 1) Your GP sends the HMR referral to the pharmacy/pharmacist.
- 2) The pharmacist phones you to arrange a convenient time for the visit.
- 3) The appointment at your home lasts around 45 minutes.
- 4) Your GP then has a follow up consultation with you at the surgery to discuss any recommendations.



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Benefits and outcomes:

- Provision of non-drug and lifestyle info.
- Counselling about your medications e.g. what it does; how it works; side effects etc...
- Helping to identify any possible drug side effects or drug interactions.
- Reduce the cost of your tablets by helping to identify any unnecessary drugs; utilise PBS subsidies; combination products etc...
- Improved compliance and health outcomes via improved understanding of your tablets.
- Helping to utilise compliance aids, such as free medication packing for DVA patients.
- Remove and appropriately dispose of old and expired tablets.
- Help to avoid hospital or nursing home admission from medication misadventure.
- Provision of FREE 'quality use of medicines' materials and resources (see below):

