



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

- multiple medications
- suspected medication problems
- when doing GPMP, Team Care Arrangement or Health Assessment
- those discharged from hospital



**Patient attends surgery**



<p><b><u>The GP</u></b></p> <ul style="list-style-type: none"><li>- explains and initiates HMR</li><li>- generates HMR Referral for community pharmacy</li></ul>	<p><b><u>Practice staff</u></b></p> <ul style="list-style-type: none"><li>- records date of referral, patient name, pharmacy name</li><li>- bills Item number appropriate for that consultation</li><li>- monitors for confirmation of Referral receipt by pharmacy</li></ul>
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<p><b><u>Pharmacist</u></b></p> <ul style="list-style-type: none"><li>- conducts home visit</li><li>- sends report to GP</li><li>- discusses findings with GP</li></ul>	<p><b><u>Practice staff</u></b></p> <ul style="list-style-type: none"><li>- monitors for receipt of pharmacist's report</li><li>- documents and files report</li><li>- recalls patient</li></ul>
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**Patient has second consultation with GP**



<p><b><u>The GP</u></b></p> <ul style="list-style-type: none"><li>- discusses HMR report with patient</li><li>- prepares Management Plan</li><li>- sends copy to pharmacy</li><li>- offers copy to patient</li></ul>	<p><b><u>Practice staff</u></b></p> <ul style="list-style-type: none"><li>- bills Item 900</li><li>- bills Item 10990 if applicable</li></ul>
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