

# The first paid patient education at pharmacy service launched

Pharmacycare is a platform for paid services in community pharmacy. Patient Support Programmes (PSPs) are offered by pharma companies to many patients to support compliance and adherence, and now pharmacists can have an enhanced role in providing these services.

**E**xpanding paid for patient services within community pharmacy is on the radar of everyone involved in the profession in Ireland. An expansion of the scope of practice of pharmacists is not only desirable from a professional and commercial perspective, but also contributes to easing the burden on primary care services across the country. Pharmacists know the medications, know the patients and are ideally equipped to play a key role in enhanced patient support.

## What is the background to Pharmacycare and who is behind it?

There are many potential services, from vaccines to health screening, that can be safely delivered in community pharmacy, but Hibernian Healthcare has brought this innovative patient support service to the market at a really opportune time. Many of you will know Hibernian Healthcare from its support and delivery of vaccination and medicines administration training since 2009, but it also works with many





Pictured at the Pharmacycare launch of the Nordimet patient education service, L-R: Pamela Logan, Director of Pharmacy Services, IPU; Olive Kelly, Key Account Manager Nordic Pharma; Guen Kelly, Marketing Manager, Nordic Pharma; and Alan Moran, Group Managing Director, Hibernian Healthcare.

major pharma companies to provide best-in-class Patient Support Programmes (PSPs) for medications including oral medications and injectables. Typically, these programmes include Patient Education, Nurse Support, Sharps Service and Compliance Support.

### What does the service involve?

Hibernian Healthcare recognised one of the areas where PSPs can often fall

short in supporting the patient on their journey with a life changing chronic illness. The PSP services are typically front-ended and can leave the patient to their own devices for several months until their next consultant appointment at the hospital. What Pharmacycare offers is a range of pharmacist-led services that bridges those gaps, improves engagement with the medication and supports compliance and adherence.

The initial Pharmacycare service consisted of a sharps service for injectable devices for Pfizer (Enbrel), Roche (RoActemra), Novo Nordisk (Norditropin) and Biogen (Benepali). Now, Nordic Pharma has launched the first patient education service for Nordimet, the injectable methotrexate.

The Pharmacycare roadmap includes the rollout of many other services, as seen in the table below:

### How do we sign up and what does it cost?

Signing up to Pharmacycare is very simple and free of charge. Register your details on [www.pharmacycare.ie](http://www.pharmacycare.ie) or call the Hibernian Healthcare office on 01 460 4820.

Pharmacycare has the exclusive backing of the IPU. The time for new paid for services is now and we encourage you to be part of it.

Service	When can I offer the service?	What is involved?	What fee can I expect?
<b>Sharps and Waste Management</b>	Initial service which is up and running	Patients will bring their full sharps bin to your pharmacy and be provided with a swap out.	The fee for a swap out and replacement is €15.00 – €20.00
<b>Script Updates</b>	As new services are added	The pharmacist will update the patient record on the Pharmacycare system each time the script is dispensed.	The fee will be €3.00 for each script updated via the portal.
<b>Patient Education</b>	Now for Nordimet. Others are in the pipeline	Helping patients learn how to deal with their condition and safely self-administer their Nordimet.	This will depend on the length and complexity of the training but for Nordimet the fee is €40.00.
<b>Compliance Coaching</b>	As new services are added	Pharmacists will receive training in compliance coaching and will conduct compliance coaching by appointment with patients. The script will vary but each meeting will follow an agreed pathway.	This will also depend on the length of the consultation but we expect this to be approx. €30.00.
<b>Patient Outcome Measurement</b>	Mid-2019	This will include testing of various health metrics to establish post-medication efficacy.	This will depend on the complexity of the testing to be completed.