

MedsCheck

for Diabetes

MedsCheck Diabetes Program

The MedsCheck Program for Ontarians living with Diabetes

The MedsCheck Diabetes program is an annual medication review by a community pharmacist for Ontarians living with diabetes that includes training on the use and disposal of diabetic supplies; education and advice on medication adjustments; and discussion on the impact of lifestyle changes.

The objectives of the MedsCheck Diabetes Program include:

- Promoting healthier patient outcomes and self-management of the disease
- Improving and optimizing drug therapy and improved lifestyle
- Achieving safe, effective and appropriate use of all types of medications, medication devices and supplies
- Ensuring proper disposal of unused and/or expired medication
- Aligns with the ministry's diabetes strategy

When should a MedsCheck Diabetes service be conducted?

The MedsCheck Diabetes service is provided to patients living with type 1 or type 2 diabetes and provides an opportunity for the pharmacist to engage the patient in a focused medication review including advice, training, monitoring and education on diabetes. As many patients living with diabetes may have other medical conditions, pharmacists are expected to provide advice on overall therapy management as well as for diabetes.

Pharmacy staff may identify patients with diabetes, through dispensing services and interactions with their patients. In addition, patients themselves, caregivers and relatives as well as health care professionals may identify or refer patients to the pharmacy for this specific service.

Patients who may benefit from the program include anyone living with type 1 or type 2 diabetes.

MedsCheck for Diabetes Service and Tools

Preparation:

- The MedsCheck for Diabetes will utilize the patient's pharmacy medication profile as well as any referral information and/or drug therapy documentation provided to the pharmacist from another health-care professional
- Patient's identified as potential candidates for the MedsCheck for Diabetes are required to provide consent to the service and the time(s) for the consultation
- It is recommended that an appointment be scheduled with the patient to ensure adequate time to complete the assessment.
- Patients should be provided with supporting printed education material and/or information pertaining to internet resources, peer groups and contact information such as

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diabetes education centres, other health care professionals, and diabetes assistance programs to reinforce the MedsCheck review.

Assessment Summary:

The pharmacist must prepare an assessment summary or a *Medication Consultation Services: Patient Record*¹ that includes a:

- Patient medication review record. Pharmacists may develop their own patient medication review record or they may adapt the various templates including those provided by the Ontario Government² the Ontario College of Pharmacists³ the Ontario Pharmacists' Association Drug Information and Research Centre⁴; and/or the Canadian Pharmacists' Association⁵ to develop a Best Possible Medication History⁶ (complete medication review) and/or Patient Medication Record.
- A review of drug therapy including prescription medication, use of over-the-counter and complementary therapy options is only one component of providing the MedsCheck for Diabetes. Pharmacists must also work with the patient to provide appropriate education material, make recommendations to support the management of their diabetes; for example, blood glucose, physical activity, weight management, healthy eating, lifestyle management, foot care and eye care in developing a health care plan.
- Education and advice that is specific to diabetes disease management is provided including meter training, overview of diabetes supplies and appropriate disposal of drugs and supplies.
- Provision of information including referral to Diabetes Education Program⁷ and other Health Care professionals will be documented.
- Identify desirable outcomes, interventions, drug related problems and action plans. The assessment summary including action plans and follow-up should be discussed with the patient's physician.

¹ Pharmacists should refer to the Ontario College of Pharmacists "Framework to Support Comprehensive Medication Consultation Services" published in the November/December 2005 issue of *Pharmacy Connection*.

² MedsCheck website for Health Professionals for MedsCheck Guidebook 2nd Ed, 2008 and BPMH template http://www.health.gov.on.ca/cs/medscheck/prof_tools.html

³ Ontario College of Pharmacists website for Medication Consultation Services including tools:

<http://www.ocpinfo.com/client/ocp/OCPHome.nsf/web/Medication+Consultation+Services> ,

⁴ Ontario Pharmacists' Association; Drug Information Research Centre Personal Medication Review Protocol website tools: http://www.dirc.ca/index.php?option=com_content&view=article&id=76&Itemid=101

⁵ Canadian Pharmacists' Association; Pharmacheck practice tools for pharmacists website:

http://www.pharmacists.ca/content/hcp/Resource_Centre/Practice_Resources/PharmaCheck.cfm

⁶ Best Possible Medication History is a term used in medication reconciliation / developing a complete patient medication review of which the underlying principles are common in conducting a MedsCheck. For more information including the OCP guidelines:

<http://www.ocpinfo.com/client/ocp/OCPHome.nsf/web/Best+Possible+Medication+History+Guidelines+for+Medication+Reconciliation>

⁷ The Stand Up to Diabetes website (www.ontario.ca/diabetes) provides tools and information for Ontarians to manage their diabetes including the location of Diabetes Education Programs

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- The assessment summary is signed and dated by both the pharmacist and the patient; the pharmacist maintains a copy for the pharmacy record and the original is provided to the patient.

Follow-Up and Monitoring

- Patient is informed that the pharmacist will provide a copy of the assessment summary to the physician; in addition, the pharmacists will contact other health care professionals and/or services as determined by the assessment summary. Patient provides consent for sharing the assessment summary within the circle of care⁸.
- Follow-up pharmacy consultations for the purpose of patient monitoring, diabetes device training and education are arranged either at the time of the pharmacist consultation or at a time that is convenient to the patient. Diabetes training includes advice on: blood glucose meters and test strips; diabetes supplies overview; and drug and sharps disposal.
- Full documentation of the MedsCheck for Diabetes service for each patient consultation must be maintained at the community pharmacy including submission of services using the Health Network Services PIN mechanism.

Location

The MedsCheck for Diabetes is conducted in the community pharmacy, in person with the patient or with the patient's care-giver. When conducting a MedsCheck with a patient's caregiver, pharmacists must ensure that appropriate patient consent is documented.

Pharmacist Education Requirements

The MedsCheck for Diabetes service is considered to be within the scope of practice of a pharmacist licensed to practice direct patient care (Part A of the Register, Ontario College of Pharmacists).

Pharmacists conducting the MedsCheck for Diabetes are encouraged to hold a current certification as a Certified Diabetes Educator. For more information regarding certification, pharmacist should contact the Canadian Diabetes Educator Certification Board at www.cdec.ca

Documentation

The MedsCheck for Diabetes assessment summary will be signed and dated by both the pharmacist and the patient. The original is provided to the patient; a copy is forwarded to the patient's primary physician; and a copy is kept in the patient's community pharmacy along with supporting documentation such as monitoring plans and follow-up visits. Pharmacy records are subject to audit and must be maintained in the pharmacy for not less than 2 years.

⁸ Circle of Care is a commonly used term in the healthcare community that refers to the health-care providers who share patient health information; for more information regarding patient consent refer to the OCP website (www.ocpinfo.com) and the Information and Privacy Commissioner website at: www.ipc.on.ca

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Results

The results of the MedsCheck for Diabetes Assessment Summary, which may include therapy recommendations and/or discrepancies, recommended follow-up and referral to other health care professionals and/or services, as appropriate, is shared with the patient's primary physician.

Claim for Pharmacist Payment

- The claim submission follows the same process for submitting a claim for the MedsCheck Annual / MedsCheck Follow-up program using a special product identification number.
- The MedsCheck for Diabetes is reimbursed as follows:
 - \$75 per year per patient for pharmacist assessment summary
 - \$25 per patient for follow-up communication and monitoring with the pharmacist as per in-depth assessment

PIN 93899988 = \$75 (Pharmacist in-depth assessment)

PIN 93899989 = \$25 (Follow-up communication and monitoring with the pharmacist as per in-depth assessment)

- A claim for payment is made after the MedsCheck for Diabetes services has occurred using the appropriate PIN; claim to be submitted on the date of service
- Patients are eligible for one MedsCheck for Diabetes paid service per year
- Patients are eligible for a MedsCheck for Diabetes Follow-Up as per the outcomes determined at the in-depth assessment that occurred within the same year
- MedsCheck for Diabetes Follow-Up must be conducted at the same pharmacy that provided the MedsCheck for Diabetes assessment summary

Record Keeping

If payment is made for a claim under the MedsCheck for Diabetes program, the accompanying assessment summary and any other documentation including any written referrals and patient consent documentation; drug therapy information and desired outcomes / action plans; and specifics on training and advice offered to the patient must be retained by the pharmacist in a readily retrievable format and kept on file at the pharmacy for a period of not less than two years for ministry audit purposes.

What are the potential outcomes of the MedsCheck for Diabetes pharmacist professional service?

Immediate Outcomes include:

- Increased patient awareness of appropriate dosing and related therapy issues
- Improved quality of life for patients living with diabetes
- Improved patient access to health care providers and services
- Improved disposal practice and awareness
- Increased partnership with community health services

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Longer Term Outcomes:

- Identify medications and dietary issues that may cause or aggravate diabetes
- Reduced number of adverse drug events
- Reduced number of medication discrepancies
- Reduced number of hospital emergency visits
- Reduced number of hospital admissions
- Reduced use of diabetes test strips
- Helps to identify best practice
- Shared best practice information with care team
- Builds continuous inter-professional communication
- Improves accountability of health care providers

MedsCheck for Diabetes program parameters

- Patients who receive a MedsCheck for Diabetes are not eligible for a MedsCheck Annual Medication review during the same year
- Patients who receive a MedsCheck at Home are not eligible for a MedsCheck for Diabetes or a MedsCheck Annual during the same year
- Patients who receive a MedsCheck LTC are not eligible for a MedsCheck for Diabetes or a MedsCheck at Home or a MedsCheck Annual.
- Patients who receive a MedsCheck for Diabetes may be eligible for a MedsCheck for Diabetes Follow-up provided the MedsCheck for Diabetes assessment was conducted at the same pharmacy