



QCPP Professional Services Guide

The QCPP Professional Services Guide assists pharmacies in identifying the professional services they provide and what should be considered to meet the requirements.

This Guide has been developed for pharmacies as an example of what to expect on assessment day. Pharmacies will be required to produce evidence of policies, procedures and records already implemented for their assessor to view during the assessment. Pharmacies should use this guide in consultation with the corresponding checklists in the QCPP Requirements Manual for actions required to provide this evidence.

Note: This Guide is a helpful tool but does not replace the need for a comprehensive review of the QCPP Standard, nor does it explain what is specifically needed to meet all components of the requirement. For more information or to obtain greater understanding please visit the [QCPP Knowledge Hub](#) or contact the [QCPP Support Team](#).

Professional Service	Definition/Service Qualification	Requirement Considerations
Absence from Work Certificates	The written verification from a pharmacist of absence from work due to illness or injury or due to caring for an immediate family member due to illness or injury.	<ul style="list-style-type: none"> • Appropriate training • References/guidelines • Appropriate consultation area • Service procedure • Completed records that include the date of service, consumer details, type of leave, description and duration of illness/injury, treatment and advice given thus far, treatment given by pharmacy, approved leave period, referral given (if applicable) and pharmacist details
Clinical Interventions (CI)	A professional activity undertaken by a pharmacist directed towards improving the quality use of medicines and resulting in a recommendation for a change in the patient's medication therapy, means of administration or medication-taking behaviour e.g. correcting incorrect drug selection, and dosing; improving compliance, treatment and	<ul style="list-style-type: none"> • References/resources/guidelines • Service procedure • System for communication with prescribers and other health professionals • Completed records that include the date of service, relevant medicines, consumer details, communication with health professionals, use of D.O.C.U.M.E.N.T. classification system, recommendations and outcomes, and pharmacist details



Quality Care Pharmacy Program

	<p>monitoring; delivering education; or assisting with problems of toxicity and adverse effects.</p>	
<p>Disease State Management (DSM)</p>	<p>A service that supports consumers who have been diagnosed with a chronic health condition that entails monitoring and ongoing management.</p> <p>Note: This is not only ad hoc testing. To qualify for this service the pharmacy must provide ongoing management of a disease state e.g. diabetes management services (blood glucose monitoring, diet and exercise, medication management cardiovascular health, general education, and referral to other health professionals).</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • TGA/ARTG approved medical devices (if applicable) • Personal protective equipment and safe disposal of sharps (if applicable) • Adequate IT software to conduct service (if applicable) • Calibration and/or maintenance of equipment (if applicable) • Appropriate consultation area • Service procedure • Consumer consent • Completed and maintained records including date of service, consumer details, service description, results of clinical tests, summary of key points discussed and planned follow up (if required)
<p>Distance Supply</p>	<p>The supply of dispensed medicine, Pharmacist Only Medicine or Pharmacy Medicine direct to a consumer via a delivery service that is run by a contractor.</p> <p>Note: If an item is delivered by a member of the pharmacy’s staff it is considered a “delivery” not a “distance supply”.</p> <p>Note: Delivery of medicines between the pharmacy and a residential care facility is not considered direct to a consumer.</p>	<ul style="list-style-type: none"> • Therapeutic resources • Lists of medicines not suitable and prohibited for delivery by a third party • Promotional material of the service • Internet pharmacy considerations • Service procedure • Completed records including application forms, consumer details, medication record and full delivery log



Quality Care Pharmacy Program

Dose Administration Aids (DAA)

Dose Administration Aid services include packing of medication packs and sachets for consumers in residential care or the community setting.

- Appropriate training
- References/resources/guidelines
- Adequate equipment which is maintained and calibrated
- Dedicated and clean area
- Access to hand hygiene procedure and facilities
- System and record for communication with prescribers and other health professionals/facilities
- Service procedure
- Appropriate labelling of DAA including pharmacy, consumer, and medication details, directions for use, date of commencement and characteristics of medicine.
- Completed records including items not supplied via DAA
- Log of DAA's packed and endorsed by supplying pharmacist

Health Promotion

A process/activity where the pharmacy actively engages consumers and the community to promote health and wellbeing at a group or population level e.g. diabetes awareness, heart health, asthma management, smoking cessation.

Note: To qualify for this service the pharmacy must create a comprehensive activity that may have screening and testing, consultation, education, promotional material, and measurable outcomes. All services should be reviewed for success and improved in the future.

- Appropriate training
- References/guidelines
- System and record for communication with prescribers and other health professionals/facilities
- Service procedure
- Completed records including activities undertaken, date of promotion, target audience, outcomes and review of service



Quality Care Pharmacy Program

Hiring out of Equipment	Loaning of medical equipment or aids.	<ul style="list-style-type: none"> • Appropriate training • Maintenance and calibration of equipment (if required) • Service procedure • Hiring agreement which includes pharmacy details, consumer details, acceptance of hire and conditions of hire
In-pharmacy Medicine Review	An in-pharmacy review of a consumer's medicines which focuses on education and self-management e.g. MedsCheck and Diabetes MedsCheck.	<ul style="list-style-type: none"> • References/resources/guidelines • TGA/ARTG approved medical devices (if applicable) • Adequate IT software to conduct service (if applicable) • System and record for communication with prescribers and other health professionals • Appropriate consultation area • Service procedure • Consumer consent • Completed and maintained records that include the date of service, consumer details, medication profile, outcomes, and recommendations
Medication Management Review (MMR)	<p>A medicines review conducted by an accredited pharmacist in the patients' home (HMR) or residential care facility (RMMR), usually initiated by referral from the patient's practitioner.</p> <p>HMR: Home Medicine Review</p> <p>RMMR: Residential Medication Management Review</p>	<ul style="list-style-type: none"> • Accredited external training • References/resources/guidelines • List of tasks completed by community pharmacy and by accredited pharmacist, if conducted by a contracted HMR provider • Service procedure • Timely service delivery (contact with the patient within 2 weeks from referral) • Completed and maintained records including date of service, pharmacist details, consumer details, information provided to pharmacist, copy of final report, outcomes, communication to health professionals, medication



Quality Care Pharmacy Program

		management plan developed by GP and referral forms from GP
Medicine Adherence	<p>A program that encourages consumers to take prescribed medicines consistently and according to the regimen intended.</p> <p>Note: This is not a DAA but a service that identifies medication adherence issues and assists consumers to improve compliance. An outcome of the service could be commencement of a DAA.</p>	<ul style="list-style-type: none"> • References/resources/guidelines • Maintenance of systems that conduct medicine adherence e.g. GuildCare, GuildCare NG, medAdvisor PlusOne or similar. • Service procedure including identification of potential consumers • Consumer consent • Completed and maintained records including date of service, consumer details, and service outcomes
Needle and Syringe Program	<p>Provides sterile injecting equipment and education to prevent blood-borne disease for injecting drug users.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • Procedure for infection control • Safe disposal of sharps (container located in an area not easily accessed by unsupervised children) • Service procedure • System for recording and reporting needle stick injuries
Opioid Substitution Program	<p>A harm minimisation treatment program for opioid dependence offered by the pharmacy, usually in conjunction with a state/territory health program.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • Adequate equipment which is maintained and calibrated • Appropriate dosing materials and facilities • A sufficiently sized drug safe • Discreet and professional dosing area • Service procedure (dosing within the pharmacy and take away supplies) • System and record for communication with prescribers and other health professionals/facilities • Completed records including patient photograph, signed agreement,



Quality Care Pharmacy Program

		prescriber details, prescriber communication and supply record
Screening and/or Risk Assessment	<p>The undergoing of tests or questions to identify patients who may be of risk or have a health condition which requires further investigation</p> <p>Note: This is not only ad hoc testing. To qualify for this service the pharmacy must have a wholistic approach with records of testing results and patient outcomes.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • TGA/ARTG approved medical devices (if applicable) • Personal protective equipment and safe disposal of sharps (if applicable) • Procedure for infection control • Adequate IT software to conduct service (if applicable) • Calibration and/or maintenance of equipment (if applicable) • Appropriate consultation area • System and record for communication with prescribers and other health professionals/facilities • Service procedure • Consumer consent • Completed and maintained records including date of service, consumer details, service description, results of clinical tests, summary of key points discussed and planned follow up (if required)
Services to Residential Care Facilities	<p>Services provided to residents in a residential care facility e.g. supply of medicines, membership on the facilities medication advisory committee, audits of medication usage etc.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • Procedures for services conducted • Records of each resident • System for recording and reporting medication related incidents • A contract between the pharmacy and residential care facility
Smoking Cessation Service	<p>Services that assist the provision of smoking cessation.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines



Quality Care Pharmacy Program

	<p>Note: This is not only the sale of smoking cessation products but requires supporting a consumer with relevant screening, products, and advice. This can include regular consultations to monitor improvements.</p>	<ul style="list-style-type: none"> • TGA/ARTG approved medical devices (if applicable) • Calibration and/or maintenance of equipment (if applicable) • Service procedures • Completed and maintained records
<p>Staged Supply</p>	<p>A clinically-indicated, structured pharmacist service involving the supply of medicine to a patient in periodic instalments as requested by the prescriber or carer.</p> <p>Commonly a monitored and recorded daily supply of medicine.</p>	<ul style="list-style-type: none"> • Appropriate training • References/resources/guidelines • Appropriate dosing materials and facilities • Discreet and professional dosing area • Service procedure (in-pharmacy and take away dosing) • System and record for communication with prescribers and other health professionals/facilities • Completed records including consumer details, prescriber details, prescriber communication and supply record
<p>Vaccination Services in the Pharmacy</p>	<p>Pharmacists providing immunisation services within the pharmacy.</p>	<ul style="list-style-type: none"> • Accredited external training • References/resources/guidelines • Emergency protocols and training • Personal protective equipment and safe disposal of sharps • Access to hand hygiene procedure and facilities • Adequate IT software to conduct service (if applicable) • Calibration and/or maintenance of equipment • Appropriate vaccination and observation area • System and record for communication with prescribers and other health professionals



Quality Care Pharmacy Program

-
- Service procedure
 - Consumer consent and screening
 - Completed and maintained records including consumer, pharmacy, pharmacist, and vaccine details and date of service and next vaccine
 - Consumer information and adverse effects advice
 - Notification processes
-