



Quality Care 2020 Pharmacy Services Guide

The QCPP Pharmacy 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 during their assessment. Pharmacies will be required to produce evidence of policies, procedures and records already implemented for their assessor to view during the assessment.

Note: This Guide is a helpful tool but does not replace the need for a comprehensive review of the QCPP Requirements, nor does it explain what is specifically needed to meet all components of the Requirements. For more information or to obtain greater understanding please refer to the Quality Care 2020 Requirements, visit the [Quality Care 2020 Knowledge Hub](#) or contact the [QCPP Support Team](#).

Note: The following are considerations for specific pharmacy services. Please refer to Domain 5 Subdomain 2: Pharmacy Services – Generic Requirements to ensure all baseline service requirements are applied in addition to the service specific components.

Professional Service	Definition/Service Qualification	Requirement Considerations
Absence from Work Certificates (5.6.1, 5.6.2)	The written verification from a pharmacist of absence from work due to illness or injury or due to caring for an immediate family member who is unwell or injured.	<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



<p>Complex Compounding (5.3.1, 5.3.2, 5.3.3, 5.3.4, 5.3.5, 5.3.6, 5.3.7, 5.3.8, 5.3.9, 5.3.10)</p>	<p>The preparation and supply of a single 'unit of issue' of a therapeutic product that is intended for supply for a specific patient, and that requires or involves special competencies, equipment, processes and facilities. Products include, sterile, cytotoxic, hormone, micro-dose, single-unit dosage forms, sustained-release and modified-release preparations.</p> <p>Note: this service extends further from simple compounding and requires specialised training, pharmacy facilities and processes</p>	<ul style="list-style-type: none">• Accredited external initial and ongoing training• References/resources/guidelines• Standard operating procedures, safety data sheets, master extemporaneous formulary• Designated fit-for-purpose area for compounding• Procedures for cleaning and disinfecting• Risk management procedures for staff and patients• System for identifying, handling, storing and disposing of raw and compounded materials• A system to ensure safety and quality of compounded products• A system for packaging, labelling and counselling of compounded products• A system for managing product recall• Written agreement for third-party supply arrangements
<p>Delivery Services (5.9.8)</p>	<p>Delivery of medicines or other goods direct to the consumer by employed pharmacy staff</p> <p>Note: If an item is delivered by a third-party or contractor it is considered an "Indirect supply".</p> <p>Note: Delivery Services of medicines between the pharmacy and a residential care facility is not considered direct to a consumer.</p>	<ul style="list-style-type: none">• Appropriate training• Consumer details and delivery request• Service procedure including storage of goods whilst being transported• A full delivery register



<p>Disease State Management (DSM) (5.6.3, 5.6.4)</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 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>Dose Administration Aids (DAA) (5.5.1, 5.5.2, 5.5.3, 5.5.4, 5.5.6, 5.5.7)</p>	<p>Dose Administration Aid services include packing of medication packs and sachets for consumers in residential care or the community setting.</p>	<ul style="list-style-type: none">• Appropriate training• References/resources/guidelines• Adequate equipment which is maintained and calibrated• Dedicated, private and clean area• Access to hand hygiene and personal protective equipment procedures and facilities• System and record for DAA activities including: Current medicines, doses and items not supplied in the DAA, changes to medication, communication with prescribers,



		<p>any packing errors, and classification of patient residential setting</p> <ul style="list-style-type: none">• Service procedure• List of items not to be packed• Log of DAA's packed and endorsed by supplying pharmacist
Health Promotion (5.8.2)	<p>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.)</p> <p>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.</p>	<ul style="list-style-type: none">• 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, feedback received, review of service and quality improvement
Indirect Supply (5.9.1, 5.9.2, 5.9.3, 5.9.4, 5.9.5, 5.9.6, 5.9.7)	<p>The supply of dispensed or over-the-counter medicines 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 Service" not an "Indirect supply".</p>	<ul style="list-style-type: none">• A procedure that includes the different modes of ordering and delivery by third party• Lists of medicines not suitable and prohibited for delivery by a third party• An explanation of how items are packaged for supply• A copy of an agreement for services via internet with consideration of data protection



	<p>Note: Delivery Services of medicines between the pharmacy and a residential care facility is not considered direct to a consumer.</p>	<ul style="list-style-type: none"> • Completed records including application forms, consumer details, medication record and full delivery log • Tracking and delivery confirmation process
<p>In-pharmacy Medicine Review (5.4.5, 5.4.6)</p>	<p>An in-pharmacy review of a consumer's medicines which focuses on education and self-management (e.g. MedsCheck and Diabetes MedsCheck.)</p>	<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 reports that include the date of service, consumer details, medication profile, outcomes, and recommendations
<p>Medication Management Review (MMR) (5.4.1, 5.4.2, 5.4.3, 5.4.4)</p>	<p>A medicines review conducted by an accredited pharmacist in the consumer's home (HMR) or residential care facility (RMMR), usually initiated by referral from a medical 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 • Completed and maintained records including • Copy of final report and any associated paperwork
<p>Medicines Adherence (5.4.7)</p>	<p>A program that encourages consumers to take prescribed medicines</p>	<ul style="list-style-type: none"> • References/resources/guidelines



	<p>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"> • 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
<p>Needle and Syringe Program (5.7.1, 5.7.2, 5.7.3, 5.7.4, 5.7.5)</p>	<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 • Availability of sharps containers for consumers • List of appropriate health professionals and organisations that consumers can be referred to • 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
<p>Opioid Substitution Program (5.7.6, 5.7.7, 5.7.8, 5.7.9, 5.7.10, 5.7.11)</p>	<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 • List of appropriate health professionals and organisations that can be referred to • Adequate equipment which is maintained and calibrated • Appropriate dosing materials and facilities • A sufficiently sized drug safe



		<ul style="list-style-type: none">• 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, prescriber details, prescriber communication and supply record
Screening and Risk Assessment (5.6.5, 5.6.6, 5.6.7)	<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 (5.8.3, 5.8.4, 5.8.5)	Services provided to residential care facility staff and residents aimed at ensuring quality use of medicines (e.g. supply of medicines, membership on the facilities medication advisory committee, audits of medication usage etc.)	<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
Staged Supply (5.7.12, 5.7.13)	<p>A clinically-indicated, structured pharmacist service involving the supply of medicine to a consumer 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



Vaccination Services in the Pharmacy (5.8.6, 5.8.7, 5.8.8, 5.8.9, 5.8.10, 5.8.11, 5.8.12)

Pharmacists providing immunisation services within the pharmacy.

- Accredited external training
- References/resources/guidelines
- Emergency protocols and training
- Personal protective equipment and safe disposal of sharps
- Infection control procedures
- Access to hand hygiene procedure and facilities
- Appropriate vaccination and observation area
- System and record for communication with prescribers and other health professionals
- 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 (e.g. immunisation register, local health department)

My Health Record (5.10.1, 5.10.2, 5.10.3, 5.10.4)

Pharmacies accessing and/or uploading to a patients My Health Record (MHR)

- Documented staff training
- Completed and maintained security and access policy
- Valid NASH PKI certificate
- Process of action in the event of a clinical incident or access/data breach