

How to prepare for, and what to expect from a telehealth medication review consultation

Your doctor has arranged a medication review for you.

This involves a specially trained pharmacist undertaking a discussion with you (and any other person you wish to have present) about your medicines and preparing a report that your doctor will discuss with you at a later date. The Government funds pharmacists to provide medications reviews for eligible people such as yourself and you will not be charged for this service.

The pharmacist will determine if there are any issues with your medicines in terms of them being effective and ensuring that they are not causing any problems such as side effects. The pharmacist will also outline the reasons for your medicines and can answer any questions or concerns you have regarding them and how they are used. If you have difficulty using your medicines, the pharmacist may make suggestions to you and your doctor to help with this.

In order to minimise the risk of any disease transmission, this consultation is to be conducted using a process known as telehealth. This means that the process will be done over the telephone or, preferably, via the internet on another device (for example an electronic tablet or computer). This may be your own device or perhaps one of your friends or relatives can provide one.

The pharmacist conducting the review will arrange which method is best for you and will provide you with details of how they will contact you at the time arranged. Usually, this will be a simple text or email with a clickable link sent to a smartphone or computer.

When they contact you, you can ask them to ensure that another family member or support person is present if that is desirable for you.

At the telehealth medication review it would be helpful if you:

1. Have all of your medicines out, including any over the counter medicines, eye drops, creams, herbal medicines and vitamins
2. Have a list of your medicines present if you have one
3. Have a list of questions you would like to ask the pharmacist about your medicines
4. If you undertake your own blood pressure readings or blood glucose readings these can also be useful to have at hand to discuss with the pharmacist.





What to expect during the medication review:

The intent of the review is to obtain a complete picture of your health from a range of factors:

- The Pharmacist will ask questions about your medicine use and your medical history, and may need to confirm personal characteristics such as weight, height, body mass index
- They will also ask questions about your social history. Things like previous occupations, your lifestyle, family and/or social support systems etc. They may also ask questions about things like your hearing, balance, memory, mobility, dexterity etc.
- The Pharmacist may ask questions about your home environment. This may include questions about how you store your medicines, any aids you may use, or any issues in your home that may impact your health.

What to expect after the medication review:

- The pharmacist will prepare a report and provide this to your GP who referred you for the medication review. They will also send this to your usual pharmacy (if they are not from your usual pharmacy)
- There may be some follow-up identified at the telehealth medication review that the pharmacist will undertake (e.g. provision of written advice or list to be sent to you), or they may contact you again in a few months to check how things are going
- The GP will discuss with you the report and any suggestions the pharmacist has provided and the plan for your medicines.