

Long-term Conditions (LTC) Pharmacy Services Protocol

For Integrated Community Pharmacy
Services Agreement

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*Published by the DHBs Community Pharmacy Services Programme (effective from 1 October 2018).
Facilitated by TAS, on behalf of all 20 District Health Boards in New Zealand.*



All District Health Boards

1. Introduction

- 1.1 This LTC Pharmacy Services Protocol should be read in conjunction with Parts B and C and the LTC Pharmacy Services Specification in Schedule 3B.1 of the Integrated Community Pharmacy Services Agreement.
- 1.2 This LTC Pharmacy Services Protocol applies to all pharmacy providers and in the event of any conflict with the agreement, this LTC Pharmacy Services Protocol takes precedence.
- 1.3 Terms defined in this LTC Pharmacy Services Protocol shall have the same meaning as set out for such terms in the Integrated Community Pharmacy Services Agreement.

2. LTC Access Criteria

- 2.1 The LTC Access Criteria are as follows:
 - (a) The service user has a diagnosed long-term condition as described in the LTC Service Patient Eligibility Assessment Form.
 - (b) The service user does not adhere or genuinely has difficulty adhering to their medicines regime, either because of the complexity of that regime or because of their personal or long-term condition's characteristics.
 - (c) The service user has a score of at least 20 points following your assessment, in good faith, of the service user using the LTC Service Patient Eligibility Assessment Form.

3. Assessment Process

- 3.1 In order to assess whether a service user meets the LTC Access Criteria, you must interact with the service user or their agent and complete, in good faith, the LTC Service Patient Eligibility Assessment Form for that service user.
- 3.2 With the service user's consent, as part of the assessment process it is expected you will liaise with members of the patient's primary health care team.
- 3.3 Following your assessment, in good faith, using the LTC Service Patient Eligibility Assessment Form, a service user with a score of at least 20 points will be eligible to receive LTC Pharmacy Services.
- 3.4 Following your assessment, in good faith, using the LTC Service Patient Eligibility Assessment Form, a service user who does not meet the LTC access criteria will not be eligible to receive LTC Pharmacy Services.
- 3.5 You must keep a record of all LTC Service Patient Eligibility Assessment Forms you complete to determine whether a service user is eligible, regardless of the outcome of that assessment process. Such LTC Service Patient Eligibility Assessment Forms comprise your records and must be retained and (if requested) provided to us in accordance with your obligations in the agreement.

4. Obtaining Service User's Agreement

The service user's (or their agent's) written agreement must be obtained for registration of that service user to receive LTC Pharmacy Services. Before consent is obtained, the service user must be made aware of the purpose of the LTC Pharmacy Services, what is involved and that any interventions or support provided by your pharmacy as a result of your pharmacy's provision of LTC Pharmacy Services to the service user will be documented as part of a medication management plan and made available to relevant practitioners involved in that service user's care.

5. Approvals for LTC Pharmacy Services

5.1 If:

- (a) a service user has been assessed by you, in good faith, using the LTC Service Patient Eligibility Assessment Form as being eligible to receive LTC Pharmacy Services and
- (b) you have obtained the consent of the service user or their agent (if applicable) to the receipt of LTC Pharmacy Services

then you may approve that service user as being eligible to receive LTC Pharmacy Services and notify our payment agent accordingly.

5.2 As per clause 10.1 in Schedule 3B.1 of the agreement, in respect of each LTC Pharmacy Services claim you submit under this agreement, you must provide the NHI number and date of birth of each service user who was registered with your pharmacy as receiving LTC Pharmacy Services. We may audit your assessments and approvals at any time and in the event we determine, using the LTC Access Criteria or by applying the LTC Exit Criteria, the service user not to be eligible to receive LTC Pharmacy Services, we may require you to exit that service user out of the Pharmacy Service and you are required to exit the service user accordingly.

6. Essential LTC Services

6.1 The essential LTC services to be provided, as appropriate, to a service user approved to receive LTC Pharmacy Services are those services specified in clause 7 of the LTC Pharmacy Services Service Specification in Schedule 3B.1 of this agreement.

6.2 On the approval of a service user to receive LTC Pharmacy Services, you must promptly complete all sections of the LTC Service Patient Eligibility Assessment Form which documents, in reasonable detail, the LTC Pharmacy Services you are to provide or are providing to that service user and complete a medication management plan. The plan is a "living" document and must be kept up-to-date in accordance with each interaction you have with that service user and must be kept securely in your pharmacy.

6.3 For the purposes of working collaboratively with you and managing the service user's health care needs, it is expected you will work collaboratively with relevant practitioners involved in the service user's care and inform them of the service user's registration to receive LTC Pharmacy Services, and make the medication management plan available to them. You must also make the medication management plan available to the service user on request.

- 6.4 The LTC Service Patient Eligibility Assessment Form and medication management plan comprises part of your records and must be retained and, if requested, provided to us in accordance with your obligations in the agreement.

7. Transitioning an Approved Service User on to LTC Pharmacy Services

You are to transition each service user on to Essential LTC Services in a prompt manner and in accordance with that service user's medication management plan.

8. Handover of Service User

- 8.1 If a service user receiving LTC Pharmacy Services transitions to your pharmacy then, in addition to your obligations under clause 4.1 (a) of the LTC Pharmacy Services Service Specification set out in Schedule 3B.1 of the agreement, you are to complete the following handover process:
- (a) Advise Sector Services that you have assumed responsibility for the service user's care.
 - (b) Request the service user's medication management plan from the provider from whom they have transitioned.
 - (c) Following receipt of the medication management plan and at the next face-to-face contact with the service user you are to review that plan with the service user (or their agent) and agree and document any changes required.
- 8.2 If a service user receiving LTC Pharmacy Services from you moves to another provider then in addition to your obligations under clause 4.1 (b) of the LTC Pharmacy Services Service Specification set out in Schedule 3B.1 of the agreement you are to complete the following handover process:
- (a) On notification from the new provider make available to them a full copy of the service user's medication management plan within ten working days.
 - (b) Promptly respond to any queries raised by the new provider in relation to that service user's medication management plan.

9. Periodic Assessment of Service Users Eligible to Receive LTC Pharmacy Services

You must periodically (being a period of at least once every 12 months) re-assess¹ each service user who is still receiving LTC Pharmacy Services against the LTC Exit Criteria for the purposes of determining whether that service user meets any of those LTC Exit Criteria.

10. LTC Exit Criteria

- 10.1 The LTC Exit Criteria are as follows:
- (a) The service user is adhering to their medicines regime and such adherence could be maintained outside of the LTC Pharmacy Services regime.
 - (b) The service user is assessed as requiring ongoing care in an ARRC Facility.
 - (c) It is reasonably apparent that the service user is not partnering with you to achieve the expected outcomes that you have mutually agreed, being the basis on which you obtain approval for that service user to receive LTC Pharmacy Services.
 - (d) The service user has started receiving LTC Pharmacy Services from another provider.

¹ Clarification: Re-assessment is against the LTC Service Access Criteria under Section 2. TO CHECK THIS

- (e) The service user is known to be receiving Dispensing and Professional Advisory Services from another provider or providers on a regular basis.
- (f) The service user or their agent requests that they no longer wish to receive LTC Pharmacy Services.
- (g) The service user dies.
- (h) Paragraph 5.3 of this protocol applies.
- (i) You have not dispensed pharmaceuticals to the service user for 120 days.
- (j) The service user has not been re-assessed² within 12 months from the previous assessment.

If any of the above factors apply the provider must de-register the service user from being eligible to receive LTC Pharmacy Services or in the case of 10(g) above when the provider receives advice that the service user has died or is informed of this by our payment agent.

11. Exiting a Service User

- 11.1 When exiting a service user from being registered to receive LTC Pharmacy Services you are to:
 - (a) Document the reason for exiting the service user from being registered to receive LTC Pharmacy Services in the service user's medication management plan.
 - (b) Immediately notify the service user or their agent (if this has not already been discussed).
 - (c) Notify the service user's general practitioner and other members of the health care team as appropriate.
- 11.2 You are to notify us (the District Health Board) electronically through our payment agent within 10 business days of exiting a service user out of receiving LTC Pharmacy Services. Such notification is to include:
 - (a) The name of that service user.
 - (b) The service user's NHI number and DOB.
 - (c) The date on which you exited the service user from being registered to receive LTC Pharmacy Services.
 - (d) The LTC Exit Criteria applying to the exit of the service user.

² Clarification: Re-assessment is against the LTC Service Access Criteria under Section 2 TO CHECK THIS