



**APPOINT**



PharmaPrograms

# PharmaPrograms and Amgen Pharmacy Partnership in Osteoporosis INTervention (APPOINT) Program in PlusOne

March, 2020

## What is the program?

Recognising the critical role that pharmacy plays in identifying and treating osteoporosis, Amgen Australia has joined with PharmaPrograms to create the Amgen Pharmacy Partnership in Osteoporosis INTERvention (APPOINT) Program with the aim of supporting pharmacies to reduce the risk of osteoporotic fractures.

Pharmacists have unique expertise, experience and patient access. Like GPs and specialists, the role of pharmacy is equally vital in addressing untreated, unmanaged fracture risk to prevent the serious consequences of osteoporosis.

The APPOINT Program has 4 Modules:

**Module 1** – Risk Assessment and Referral Form for patients undiagnosed with osteoporosis

**Module 2** – Compliance Screening and Referral Form for patients who are not compliant to their osteoporosis medication

**Module 3** – Re-engagement Screening and Referral Form for patients who have lapsed treatment of their osteoporosis medication

**Module 4** – Providing patients on the APPOINT Program with Education and Quality Use of Medicines Support



The banner features the PharmaPrograms logo on the left, the APPOINT logo in the center, and a photograph of a diverse group of eight people on the right. Below the photo is a dark teal bar with the text 'Welcome to the APPOINT Program'.

 PharmaPrograms

**APPOINT**  
AMGEN PHARMACY PARTNERSHIP IN OSTEOPOROSIS INTERVENTION

For more information or program support please contact PharmaPrograms:  
[amgen@pharmaprograms.com.au](mailto:amgen@pharmaprograms.com.au)  
1300 458 217  
[amgen.pharmaprograms.com.au](http://amgen.pharmaprograms.com.au)

**Welcome to the APPOINT Program**

## What is the potential revenue?

APPOINT supports pharmacies to identify and engage with at-risk patients while also reimbursing your pharmacy for the valuable professional services it provides.

Professional Service fees paid per service for:

1. Identifying patients who
  - a. Are at risk of osteoporosis and are undiagnosed (Professional Service Fee: **\$12**)
  - b. Are currently taking an osteoporosis medication, but have poor compliance (Professional Service Fee: **\$10**)
  - c. Have previously taken osteoporosis medication, but have lapsed treatment (Professional Service Fee: **\$10**)
2. Providing these patients with Education and Quality Use of Medicines Support (Professional Service Fee: **\$40**)
3. Enrol patients prescribed Prolia into an SMS Reminder Service (Professional Service Fee: **\$10**)

# PharmaPrograms – APPOINT Program



## Where is the program in PlusOne?

The PharmaPrograms tile is located within the **Health Service Hub**

The APPOINT tile includes:

- Detailed description of the program
- Number of Eligible Customers\*
- List of Eligible Customers
- Potential Revenue
- Ability to enable / disable the program and pop-up notifications

Service Status	Enabled	<input checked="" type="checkbox"/>
Pop-up Notification	Enabled	<input checked="" type="checkbox"/>

The screenshot shows the PlusOne interface. On the left is a navigation menu with items like Inbox, Sign-Up Customers, Manage Customers, Health Services Hub, Record Services, Communications, Request Scripts, Manage Prescribers, Calendar, Business Insights, Settings, Training, and Subscriptions. The main content area features several program tiles. The PharmaPrograms tile is circled in orange and shows: Services: 2 of 2 Enabled, 3 Eligible Customers, 2 Eligible Scripts, and \$225.80 Potential Revenue. Below it is a detailed view of the PharmaPrograms tile, also circled in orange, which includes a description: "PharmaPrograms helps patients by improving access to pharmaceutical treatments and programs, with the support of their pharmacist or doctor. This program provides you with access to all PharmaProgram programs and a simpler way to record and claim patient interventions." To the right of this are tiles for iHealth, Arrow, and BD Pen Needles. Below the PharmaPrograms tile are two more program tiles: Nurofen Plus Program and APPOINT. The APPOINT tile is circled in orange and shows: Service Status: Enabled, Eligible Customers: 3, Potential Revenue: \$216.00. It also includes a description: "Osteoporosis is a National Health Priority, as a pharmacist, you have unique expertise, experience and patient access. Amgen Australia has joined with PharmaPrograms to create the Amgen Pharmacy Partnership in Osteoporosis Intervention (APPOINT)." A settings panel at the bottom left of the screenshot shows "Service Status" and "Pop-up Notification" both set to "Enabled" with green toggle switches.

\*Eligible Customers are 50 years old or above OR have a history of osteoporosis treatment

# PharmaPrograms – APPOINT Program



## Where is the APPOINT program recorded?

1. Open PlusOne and select **Record Services**
2. **Search** for a patient to open their details
3. Select **Service** and click on **PharmaPrograms – APPOINT** from the dropdown menu

OR

1. When dispensing to an eligible patient, a **pop up** will appear on the bottom right hand corner of the screen
2. Select **Learn More** to open the patient's details
3. Select **Open Form** under Eligible Services

Professional Pharmacy Services - Patient Details

← BACK TO PATIENT SEARCH 6CPA MONITORING SERVICE QUICK CI

PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname: PEPPERMINT First Name: [ ]  
Address: 100 PEANUTS ST, CAMBERWELL VIC 3124  
Mobile No: 0411222333 Phone No: [ ]  
Email: peppermintpatty@peanuts.com  
DOB: 10/10/1965 Sex: [ ]  
Medicare No: 39908334711 Medicare Expiry Date: [ ]  
DVA: [ ] Loyalty No: [ ]

Patient Notes: [ ]

CONSULTATION HISTORY ELIGIBLE SERVICES DAA MEDICATION LIST

Service	Group	Fee	Open Form	Decline
APPOINT	PharmaPrograms	\$72	<a href="#">Open Form</a>	<a href="#">Decline</a>

SERVICE DROPDOWN MENU:

- ALTOGETHER YOU
- ASTHMACHECK
- CERTIFICATE FOR LEAVE
- HEART FAILURE SYMPTOM SCREENING
- HEART FAILURE FOLLOW UP
- HMR REFERRAL
- HUMIRA PROGRAM
- IMMUNISATION
  - FLU VACCINATION
- INHALER TECHNIQUE
- INTERPROFESSIONAL COLLABORATION
- MEDADHERENCE
- PHARMAPROGRAMS - APPOINT**
- REFERRAL LETTER
- TECFIDERA MS PROGRAM
- TYPE 2 HYPO SCREENING

PERSON FAKE

PharmaPrograms APPOINT  
This patient may be eligible for the APPOINT Osteoporosis Program.

[Learn More](#)

# PharmaPrograms – APPOINT Program



## How do I know which module to complete?

The Patient's ID and the Patient Eligibility Check will determine which module to proceed with

1. To **verify** the Pharmacy and Patient PharmaPrograms IDs, complete the details on the first screen

*The PharmaPrograms Pharmacy ID will be prepopulated if it has been entered in to PlusOne previously*

*The PharmaPrograms Patient ID will be created if the patient does not have one or will be prepopulated if an ID exists*

*Patient's details will be prepopulated from dispense*

2. Select **Verify**

3. Complete the **Patient Eligibility Check** questions

4. The **Module** section of the form will now appear with the module which you need to proceed with

Professional Pharmacy Services - PharmaPrograms - APPOINT

← BACK SEARCH SAVE DRAFT DELETE COMPLETE

GENERAL

Consultation Date \* 13/12/2019

PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname \* TEST  
Street \* TEST  
Suburb \* PRESTON  
Mobile No. \* 0410683899  
Email  
DOB \*  
Medicare No.

PHARMACY INFORMATION

Pharmacist \* PP - PHARMACIST PHIL Pharmacy PharmaPrograms ID \* P93920

PATIENT INFORMATION

Surname \* TEST First Name \* PATIENT  
Street \* TEST  
Suburb \* PRESTON State \* VIC  
Postcode \* 3072 Mobile No. \* 0400000000  
Email test@email.com  
DOB \* 01/01/1945 Sex \* Female  
Patient ID NPO62119

Verify patient details. If the patient doesn't exist, they will be created. Selecting Verify confirms the patient has consented to this service. Verify

DETAILS DOCUMENT HISTORY

Module \*  
Patient Eligibility Check

PATIENT ELIGIBILITY CHECK

The Risk Assessment Screening is only to be provided to patients who fulfil both of the following criteria

Is the patient 70 years old or over OR has the patient broken a bone as an adult after a minor fall? \* <please select> v

Patient has never been prescribed a PBS-listed osteoporosis treatment \* <please select> v

PATIENT ELIGIBILITY CHECK

The Risk Assessment Screening is only to be provided to patients who fulfil both of the following criteria

Is the patient 70 years old or over OR has the patient broken a bone as an adult after a minor fall? \* <please select> v

Patient has never been prescribed a PBS-listed osteoporosis treatment \* <please select> v

Module \*  
Module 1 - Risk Assessment

# Module 1: Risk Assessment



## Patients who meet the below criteria will be eligible for Module 1 – Risk Assessment

- a) Have never previously been prescribed a PBS-listed osteoporosis treatment
- b) are aged 70 or over OR have broken a bone as an adult after a minor fall



1. Complete the **Risk Assessment Questions**

2. Complete the **Action Plan**

3. The referral letter is preformatted, however you are able to edit the letter if required

4. Select **Complete** at the bottom of the form

5. Select the **PDF Referral Letter** to print the referral letter for the patient

**▼ RISK ASSESSMENT QUESTIONS**

Has the patient ever had a dual-energy x-ray absorptiometry (DXA) scan? \*

Has the patient's doctor discussed bone health issues with them recently? \*

Would the patient like additional information regarding Osteoporosis? \*

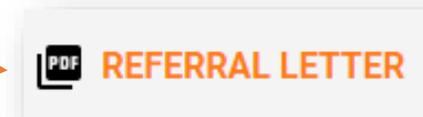
Additional Comments:

**▼ ACTION PLAN**

From your discussion today did you recommend any of the following services? \*

- Pharmacy Follow-up
- Home Medicines Review
- MedsCheck Service
- Dose Administration Aid/Weekly Medicines Pack
- None of the above

Based on the response to the questions, do you want to provide the patient with a referral to visit their doctor to discuss osteoporosis risk and bone health? \*



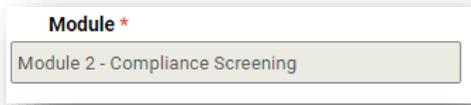
# Module 2: Compliance Screening



## Patients who meet the below criteria will be eligible for Module 2 – Compliance Screening

Patients currently taking PBS-listed osteoporosis treatment and are not compliant with their medication regime (missed the last dose of their medication by at least a day)

**Prolia patients only – refer to page 11 for additional Reminder Service and Education Module options**



1. Complete the **Compliance Screening** questions
2. Complete the **Medicine Compliance** questions
3. Complete the **Action Plan**
4. The referral letter is preformatted, however you are able to edit the letter if required
5. Select **Complete** at the bottom of the form
6. Select the **PDF Referral Letter** to print the referral letter for the patient

COMPLIANCE SCREENING

How long has the patient been taking osteoporosis medication? \*  Years  Months

How many chronic therapy medications does the patient take? \*

Does the patient find it easy to take their osteoporosis medication as prescribed by their doctor? \*

Does the patient ever forget to take their osteoporosis medication? \*

Is the patient taking vitamin D or calcium supplements? \*

MEDICINE COMPLIANCE

What osteoporosis medication is the patient taking? \*

What is the patient's MedsIndex Score for their Osteoporosis Medication? \*  out of 100 [MedsIndex Calculator](#)

Can the patient identify any reasons for sub-optimal compliance? \*

Do you recommend the patient speak to their doctor about medication therapy effectiveness? \*

Additional Comments:

ACTION PLAN

From your discussion today did you recommend any of the following services? \*

Pharmacy Follow-up

Home Medicines Review

MedsCheck Service

Dose Administration Aid/Weekly Medicines Pack

None of the above

Based on the response to the questions, do you want to provide the patient with a referral to visit their doctor to discuss their osteoporosis, bone health, treatment choice and medication effectiveness? \*



# Module 3: Re-Engagement Screening



## Patients who meet the below criteria will be eligible for Module 3 – Re-Engagement Screening

Patients who have been prescribed a PBS-listed osteoporosis treatment but have lapsed treatment (missed the last dose of their medication by at least 6 months) will be eligible for Module 3 – Re-Engagement Screening

Prolia patients only – refer to page 11 for additional Reminder Service and Education Module options

Module \*  
Module 3 - Re-Engagement Screening

1. Complete the **Re-Engagement Screening** questions
2. Complete the **Action Plan**
3. The referral letter is preformatted, however you are able to edit the letter if required
4. Select **Complete** at the bottom of the form
5. Select the **PDF Referral Letter** to print the referral letter for the patient

RE-ENGAGEMENT SCREENING

The osteoporosis medication we have recorded in the patient's dispensing record is: \* <please select>

The last recorded date of dispensing is: \*

Is the patient still taking an osteoporosis medication? \* <please select>

Is the patient taking any other medications? \* <please select>

Does the patient feel they would benefit from a medication reminder? \* <please select>

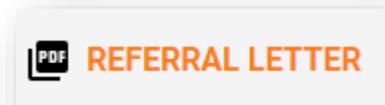
Additional Comments:

ACTION PLAN

From your discussion today did you recommend any of the following services? \*

- Pharmacy Follow-up
- Home Medicines Review
- MedsCheck Service
- Dose Administration Aid/Weekly Medicines Pack
- None of the above

Based on the response to the questions, do you want to provide the patient with a referral to visit their doctor to discuss their osteoporosis, bone health and medication therapy effectiveness? \*



# Module 4: Education



## Patients who meet the below criteria will be eligible for Module 4 – Education

Patients who have previously completed Module 1, 2 or 3 of the APPOINT Program, who return to the pharmacy with a prescription for a PBS-listed Osteoporosis treatment, are eligible for Module 4 – Education

Module \*

Module 4 - Education

1. Complete the **Referral Follow Up** questions (the patient is eligible for Education if commencing or continuing treatment)
2. Complete the **Education** questions
3. Complete the **Action Plan**
4. Select **Complete** at the bottom of the form
5. Select and print the **PDF Patient Statement** to print education information for the patient

REFERRAL FOLLOW UP

This patient was previously provided with a referral to discuss their bone health with their GP. Record the result of the referral to verify eligibility for Education.

Has the patient seen their doctor? \* <please select>

Comments:

Is the patient commencing or continuing a prescribed PBS-listed osteoporosis treatment? \* <please select>

EDUCATION

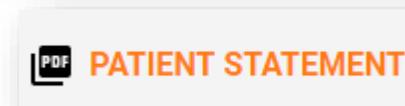
What osteoporosis medication is the patient taking? \* <please select>

Review the ways to improve bone health with the patient as detailed in the Osteoporosis Education document, including:

- Adequate calcium and vitamin D intake
- Regular appropriate exercise
- Things to avoid

The patient has been provided with a copy of Osteoporosis Education \*

Additional Comments:

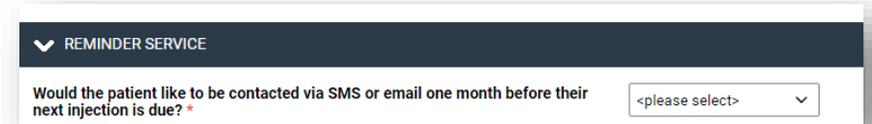


## PROLIA PATIENTS ONLY

(For Module 2 and 3 only)

The pharmacist may offer the patient a **Reminder Service** by SMS or email, to be sent 1 month prior to their next prescription due date

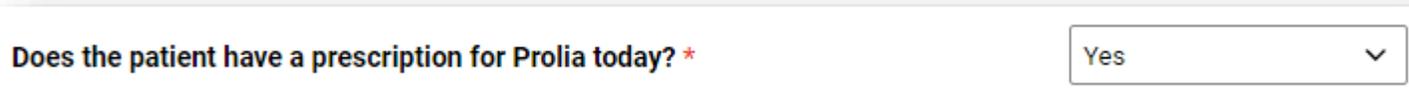
1. Complete the **Reminder Service** question by selecting whether the patient would like their reminder received by SMS or email, or both
2. Enter the patient's **SMS** and / or **email** details
3. Enter the **date** that Prolia was last dispensed and the next dosage date



▼ REMINDER SERVICE

Would the patient like to be contacted via SMS or email one month before their next injection is due? \*

<please select> ▼



Does the patient have a prescription for Prolia today? \*

Yes ▼

The pharmacist may offer Module 4 – **Education** at the same time as a Module 2 Compliance Screening if the patient is at risk.

The pharmacist may offer Module 4 – **Education** at the same time as a Module 3 Re-engagement screening if the patient presents with a Prolia prescription *(If the patient does not present with a Prolia prescription on the day of the Re-engagement screening, they may become eligible for Module 4 – Education next time they present with a Prolia prescription).*

## How are APPOINT Program claims made?

Once a form has been completed, PlusOne will automatically transfer the data to PharmaPrograms to claim for the program

1. Select **Complete** once all information is entered



2. Receive the **Submission Successful** pop-up



Successfully submitted to PharmaPrograms.

OK



# APPOINT

