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

March, 2020

PharmaPrograms – APPOINT Program

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

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**)

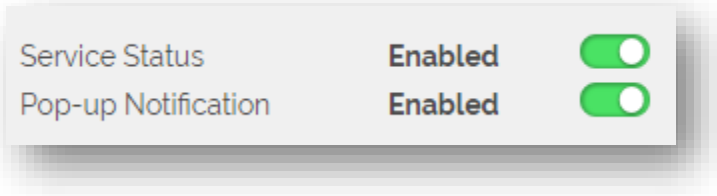
PharmaPrograms – APPOINT Program

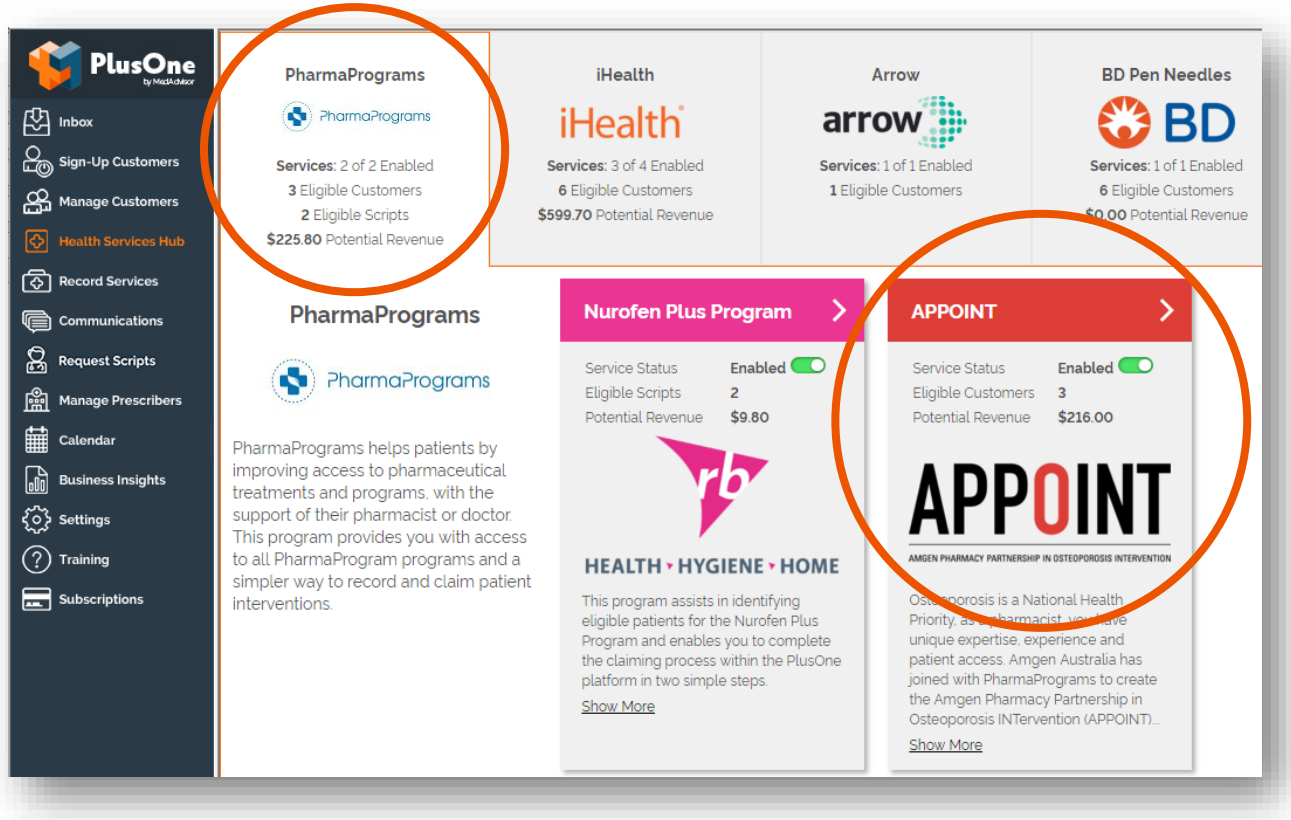
Where is the program in PlusOne?

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





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

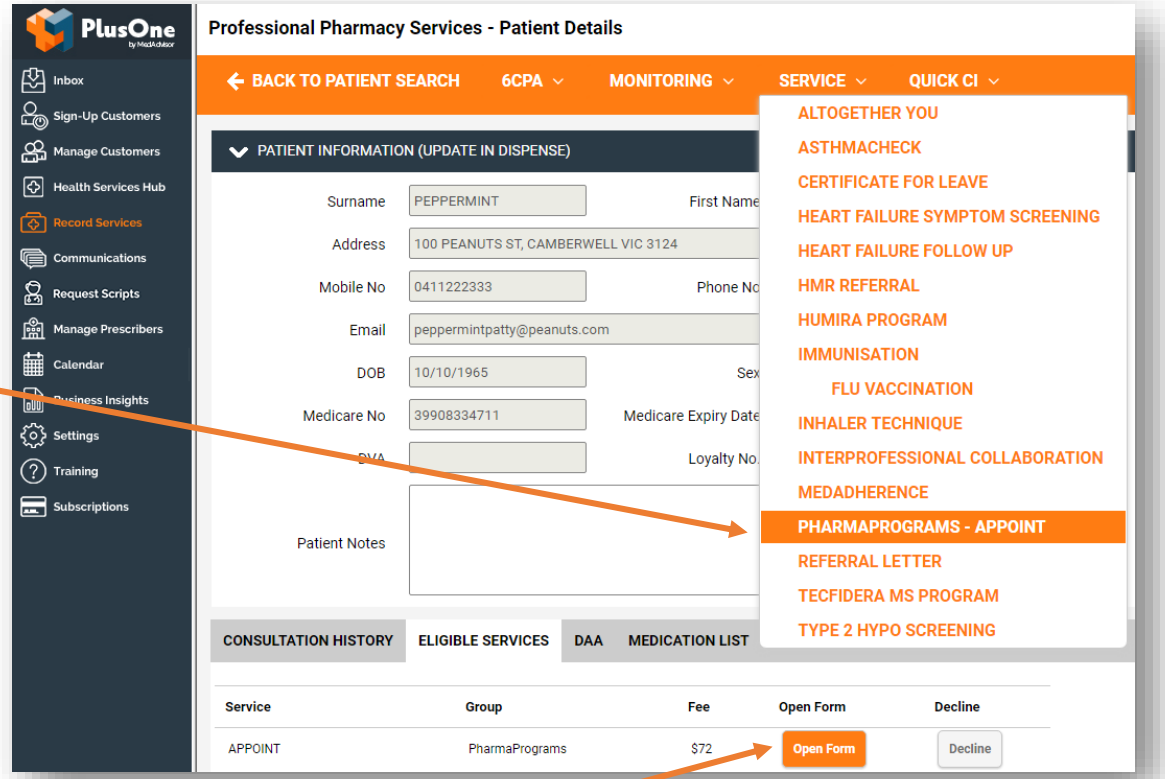
PharmaPrograms – APPOINT Program

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

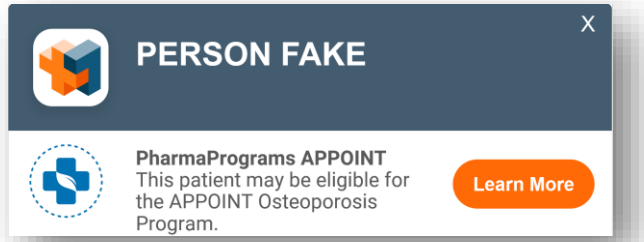


OR

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



PharmaPrograms – APPOINT Program

How do I know which module to complete?

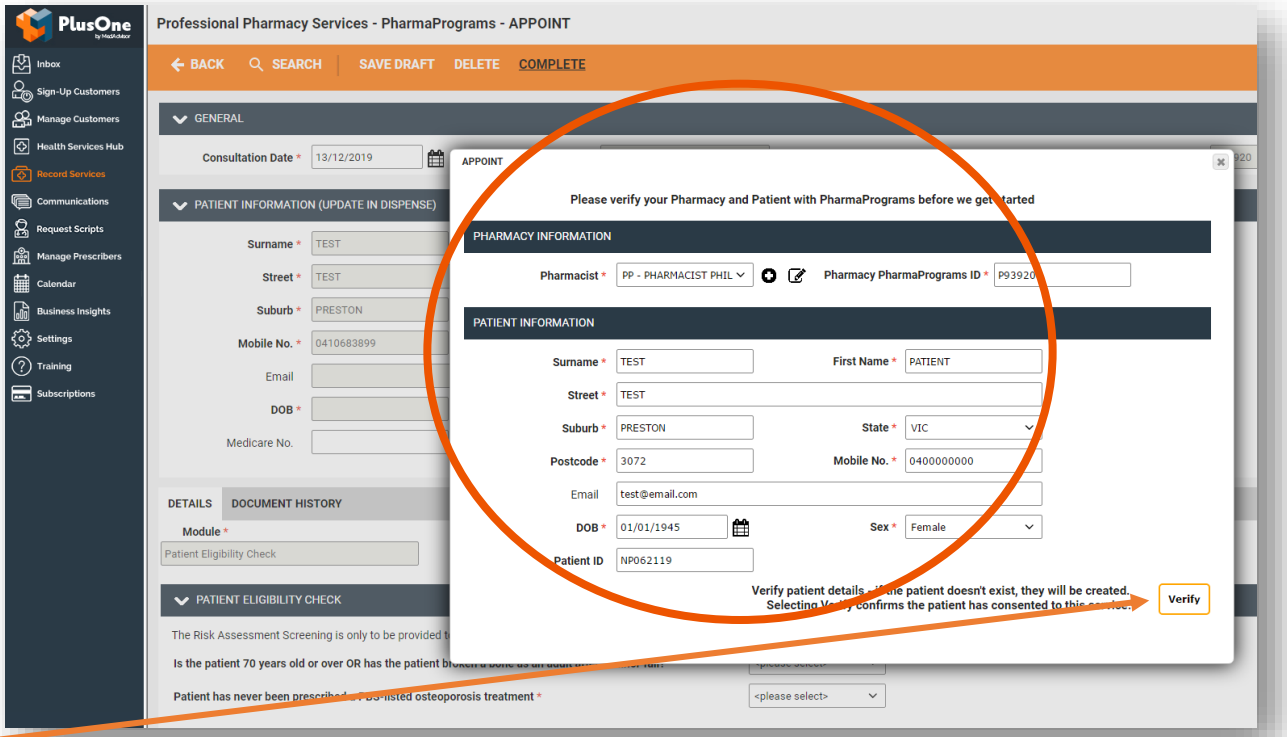
The Patient's ID and the Patient Eligibility Check will determine which module to proceed with

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

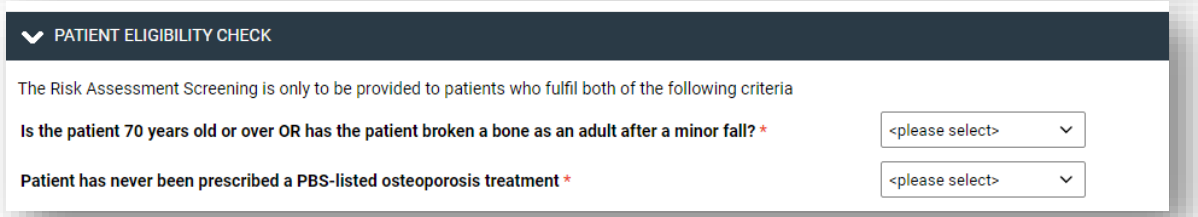
The PharmaPrograms Patient ID will be created if the patient does not have one or will be prepopulated if an ID exists

Patient's details will be prepopulated from dispense

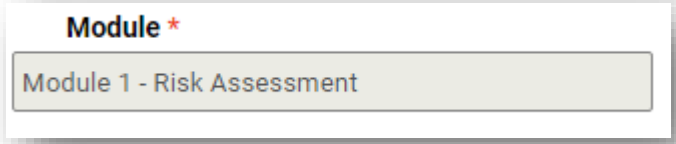


2. Select **Verify**

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

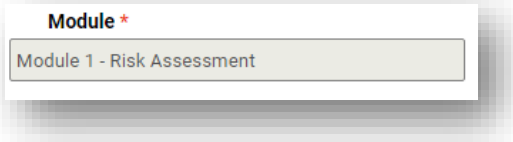


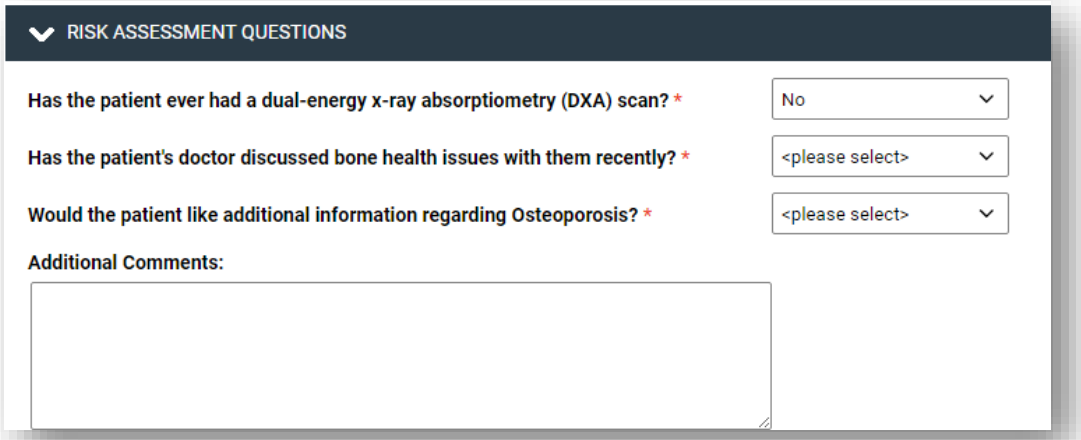
Module 1: Risk Assessment

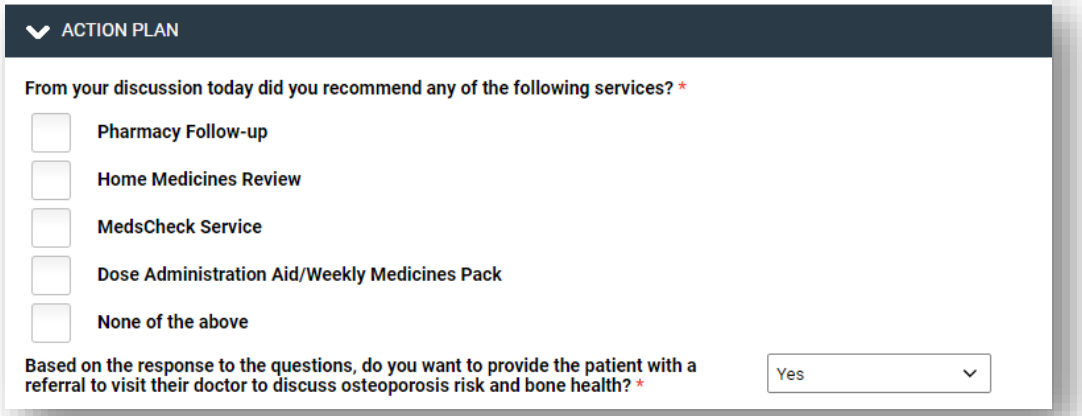
Patients who meet the below criteria will be eligible for Module 1 – Risk Assessment

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







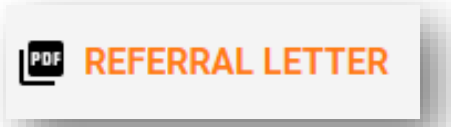
1. Complete the **Risk Assessment Questions**

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

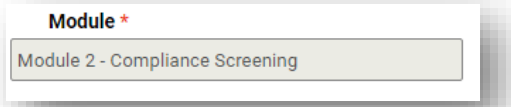


Module 2: Compliance Screening

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

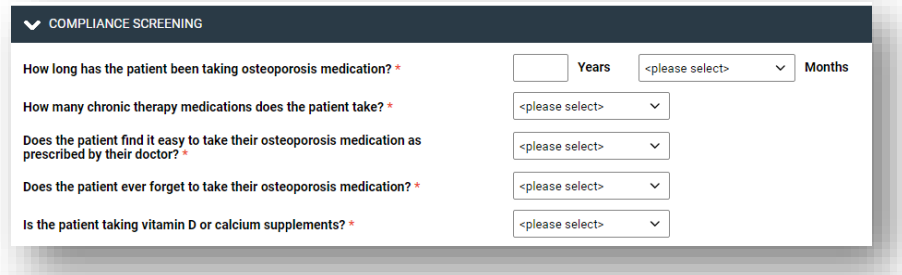
2. Complete the **Medicine Compliance** questions

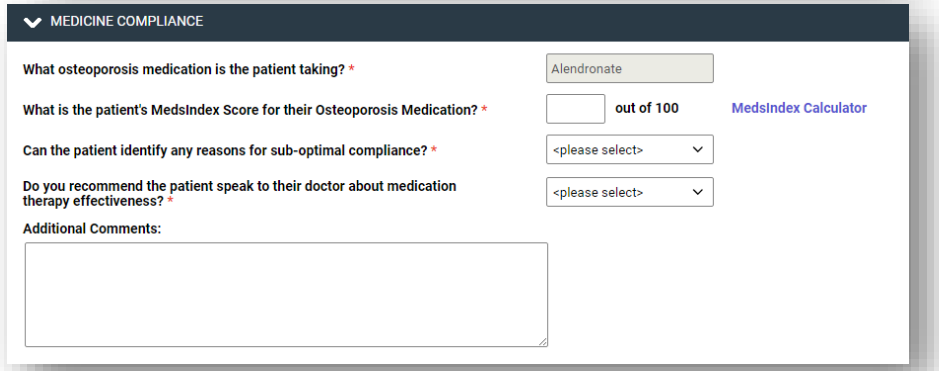
3. Complete the **Action Plan**

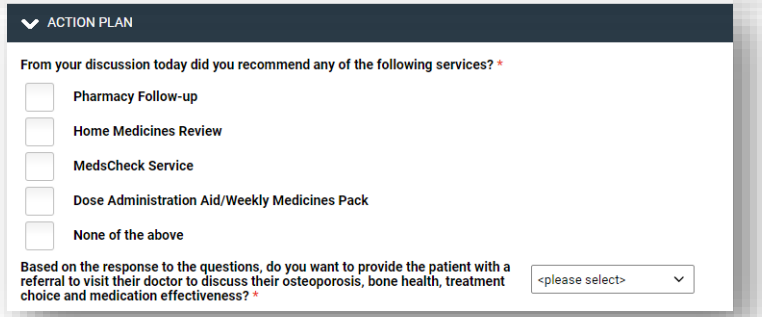
4. The referral letter is preformatted, however you are able to edit the letter if required

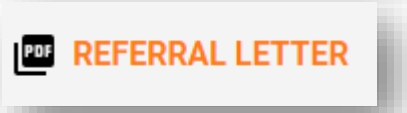
5. Select **Complete** at the bottom of the form

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







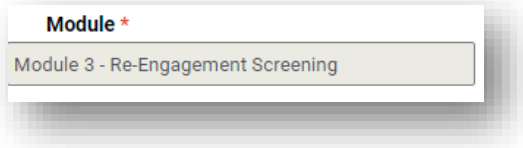


Module 3: Re-Engagement Screening

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



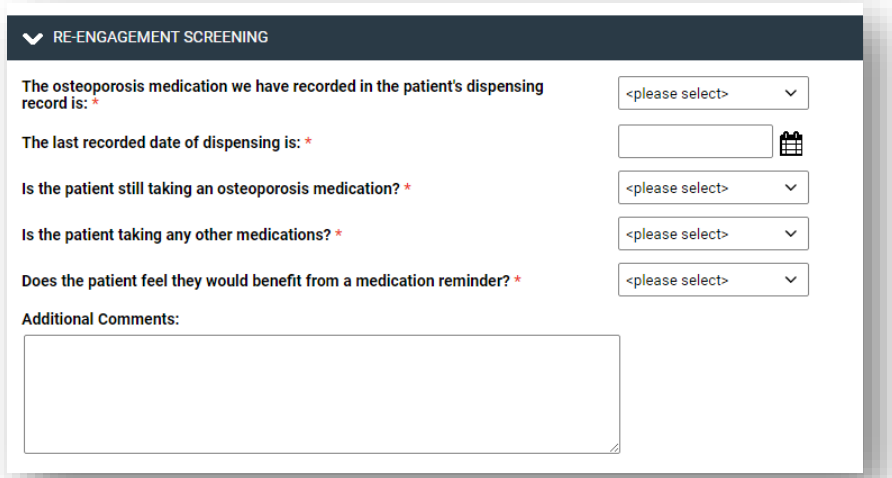
1. Complete the **Re-Engagement Screening** questions

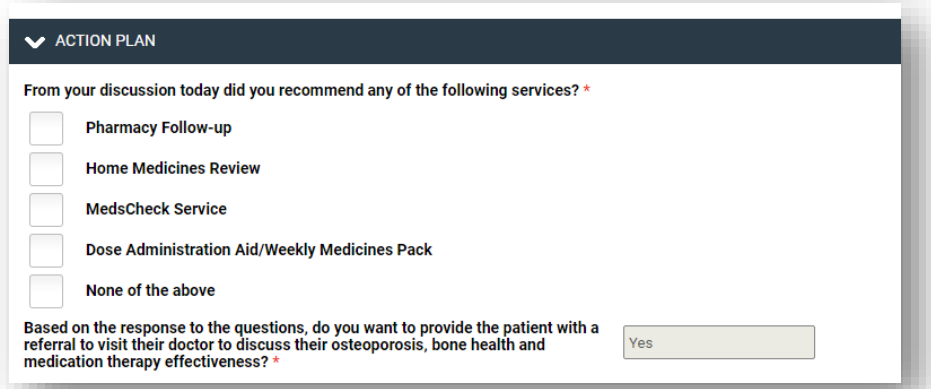
2. Complete the **Action Plan**

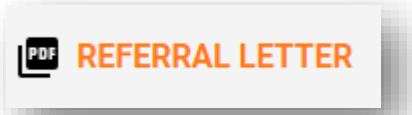
3. The referral letter is preformatted, however you are able to edit the letter if required

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

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



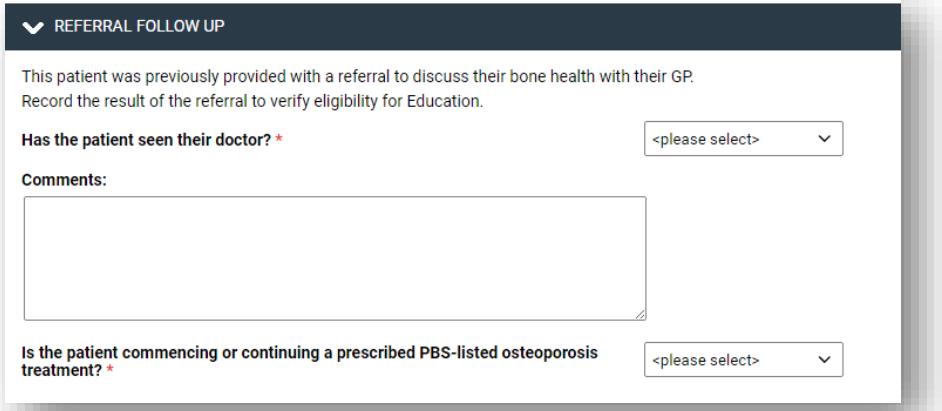


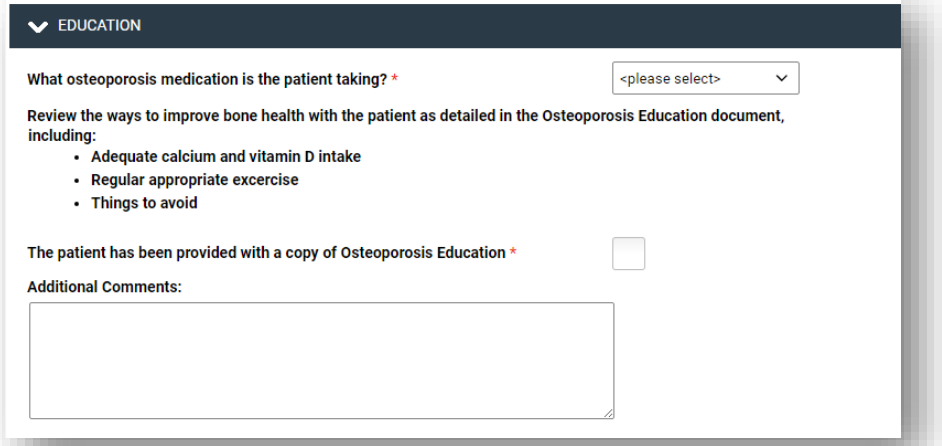


Module 4: Education

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





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

Prolia

PROLIA PATIENTS ONLY

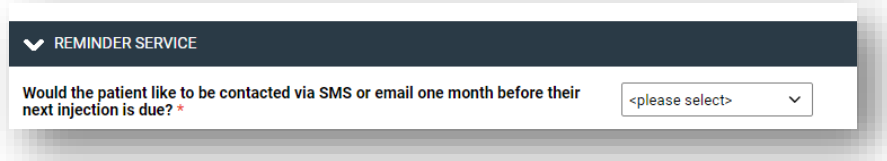
(For Module 2 and 3 only)

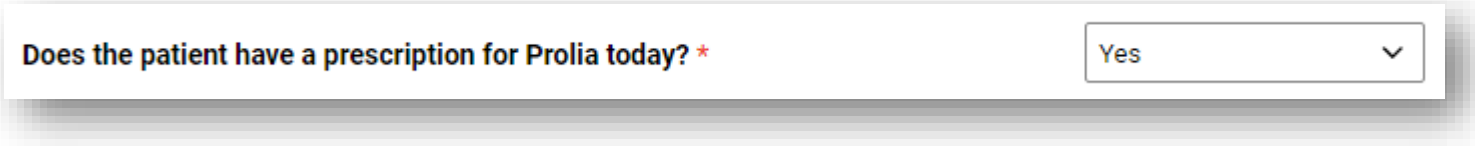
The pharmacist may offer the patient a **Reminder Service** by SMS or email, to be sent 1 month prior to their next prescription due date

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





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).*

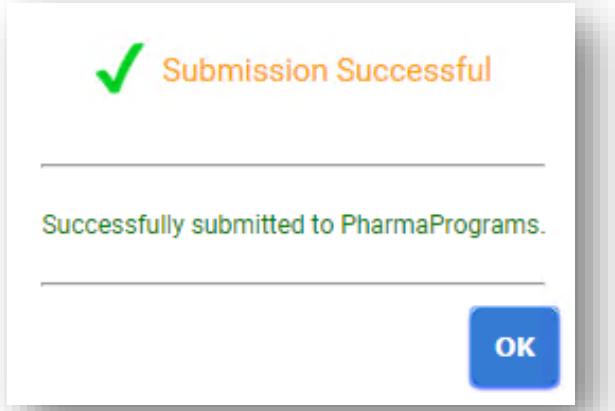
Please note – the **Reminder Service** and **Education** options will appear in Module 2 and 3 for eligible Prolia patients

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



APPOINT