

Pharmacist Intervention Programs (PIPs) Quick Start Guide

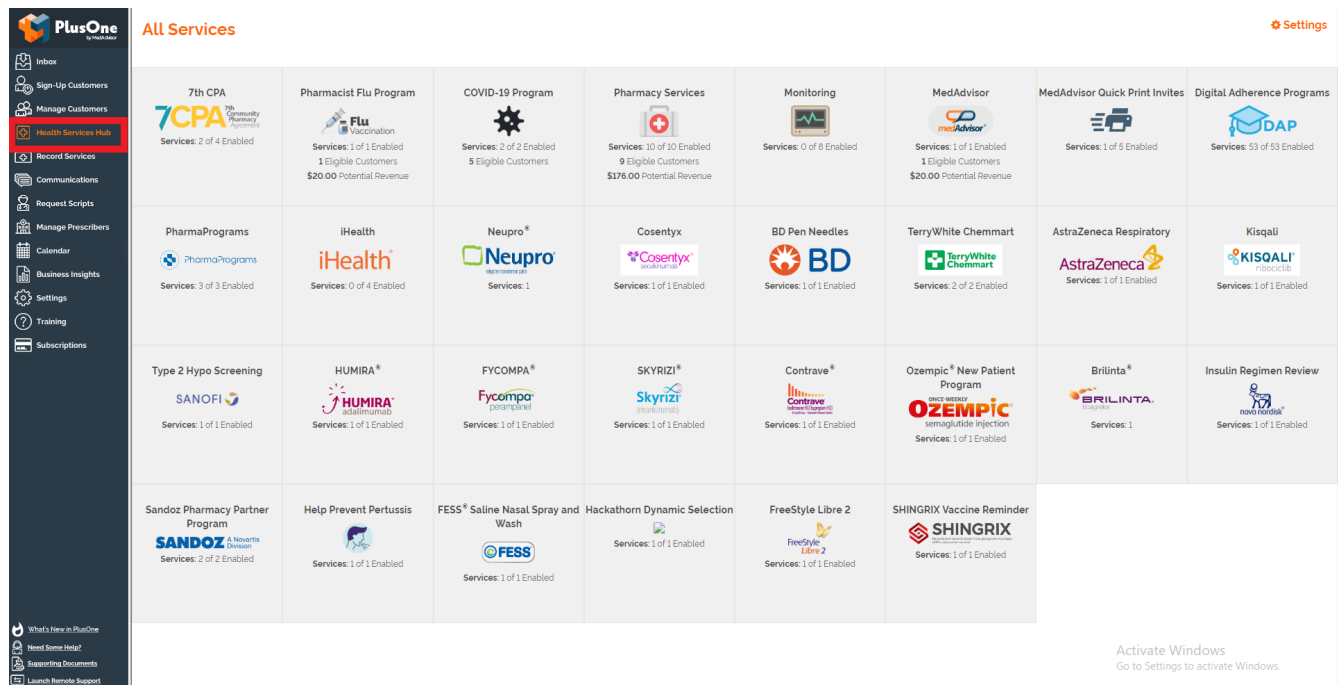
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Pharmacist Intervention Programs (PIPs)

1. What are PIPs?

- Pharmacist Intervention Programs are enhanced counselling services conducted by pharmacists with their patients to provide education and additional support
- The range of available PIPs can be found in the **Health Services Hub** of PlusOne.



The screenshot displays the PlusOne Health Services Hub interface. On the left is a navigation sidebar with options like 'Inbox', 'Sign-Up Customers', 'Manage Customers', 'Health Services Hub' (highlighted), 'Record Services', 'Communications', 'Request Scripts', 'Manage Prescribers', 'Calendar', 'Business Insights', 'Settings', 'Training', and 'Subscriptions'. The main area is titled 'All Services' and contains a grid of PIPs. Each cell in the grid includes a logo, the program name, and service statistics.

Program Name	Service Status	Revenue Potential
7th CPA (7th Community Pharmacy Agreement)	Services: 2 of 4 Enabled	
Pharmacist Flu Program (Flu Vaccination)	Services: 1 of 1 Enabled 1 Eligible Customers	\$20.00 Potential Revenue
COVID-19 Program	Services: 2 of 2 Enabled 5 Eligible Customers	
Pharmacy Services	Services: 10 of 10 Enabled 9 Eligible Customers	\$176.00 Potential Revenue
Monitoring	Services: 0 of 8 Enabled	
MedAdvisor	Services: 1 of 1 Enabled 1 Eligible Customers	\$20.00 Potential Revenue
MedAdvisor Quick Print Invites	Services: 1 of 5 Enabled	
Digital Adherence Programs (DAP)	Services: 53 of 53 Enabled	
PharmaPrograms	Services: 3 of 3 Enabled	
iHealth	Services: 0 of 4 Enabled	
Neupro®	Services: 1	
Cosentyx	Services: 1 of 1 Enabled	
BD Pen Needles	Services: 1 of 1 Enabled	
TerryWhite Chemmart	Services: 2 of 2 Enabled	
AstraZeneca Respiratory	Services: 1 of 1 Enabled	
Kisqali	Services: 1 of 1 Enabled	
Type 2 Hypo Screening (SANOFI)	Services: 1 of 1 Enabled	
HUMIRA®	Services: 1 of 1 Enabled	
FYCOMPA®	Services: 1 of 1 Enabled	
SKYRIZI®	Services: 1 of 1 Enabled	
Contrave®	Services: 1 of 1 Enabled	
Ozempic® New Patient Program	Services: 1 of 1 Enabled	
Brilinta®	Services: 1	
Insulin Regimen Review	Services: 1 of 1 Enabled	
Sandoz Pharmacy Partner Program	Services: 2 of 2 Enabled	
Help Prevent Pertussis	Services: 1 of 1 Enabled	
FESS® Saline Nasal Spray and Wash	Services: 1 of 1 Enabled	
Hackathorn Dynamic Selection	Services: 1 of 1 Enabled	
FreeStyle Libre 2	Services: 1 of 1 Enabled	
SHINGRIX Vaccine Reminder	Services: 1 of 1 Enabled	

At the bottom right of the interface, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

2. What are the benefits?

- Improve patient health outcomes
- Strengthen relationship between pharmacy and patient
- Revenue opportunity for pharmacy

3. How to view eligible customers

On the left-hand side on PlusOne click on the **Health Services Hub** > Click on the Pharmacy intervention program > **Enable** the toggle

The screenshot shows the PlusOne Health Services Hub interface. The 'FreeStyle Libre 2' program card is highlighted with a red box. Below it, a detailed view of the program is shown, including a 'Service Status' toggle set to 'Enabled' and a 'Show More' button.

Click on **Show more** > then view **Eligible Customers** on the right-hand side.

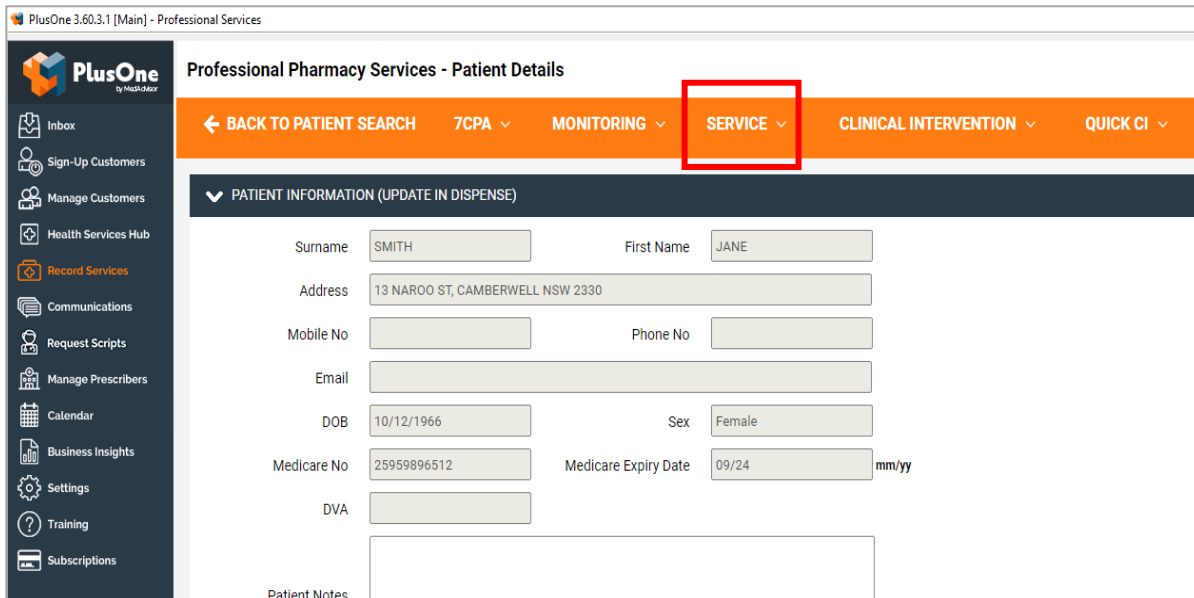
The screenshot shows the 'FreeStyle Libre 2 Program' page. The 'View Eligible Customers' button is highlighted with a red box. The page displays program details, including service status, eligible customer count (2), and a list of customer communication preferences.

Service Information	Value
Service Status	Enabled
Pop-up Notification	Enabled
Eligible Customers	2
App reminder	1
SMS reminder	0
Not Signed Up (SMS or Email)	1
Non-contactable	0
Last Updated	Today 11:01 am
Potential Revenue	\$100.00

4. How to record a Program

Each program is unique; however, most programs will follow a similar workflow:

1. If a patient meets the eligibility criteria for a program, when you are dispensing a medication for that patient a pop-up notification will appear.
2. Click on the pop up and you will be directed to the patient's profile in the **Record Services** section of PlusOne. Alternatively, you can go straight to **Record Services** on the left-hand menu of PlusOne and type in the patient's name.
3. Click **Service** on the orange menu bar and select the Program you wish to deliver from the drop-down menu



PlusOne 3.60.3.1 [Main] - Professional Services

Professional Pharmacy Services - Patient Details

← BACK TO PATIENT SEARCH 7CPA ▾ MONITORING ▾ **SERVICE ▾** CLINICAL INTERVENTION ▾ QUICK CI ▾

▼ PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname	SMITH	First Name	JANE
Address	13 NAROO ST, CAMBERWELL NSW 2330		
Mobile No		Phone No	
Email			
DOB	10/12/1966	Sex	Female
Medicare No	25959896512	Medicare Expiry Date	09/24 mm/yy
DVA			
Patient Notes			

4. Complete the sections of the form and click Complete.
5. Claiming for payment (if applicable) will be done automatically.