

# COVID-19 Care in the Community

## Hawke's Bay Pharmacy Framework

### Background

Offering care to people in COVID-19 isolation, at home (or in self-isolation quarantine SIQ) requires a system wide approach. Medicines management is a shared care approach with general practice.

In December 2021 the Ministry of Health (MoH) released the COVID-19 Care in the Community Framework for managing COVID-19 positive patients, their whānau in their communities. The MOH has directed District Health Boards to adapt and describe pharmacy service elements of the COVID-19 Case Management in Adults pathway provided through primary care. Hawke's Bay District Health Board (HBDHB) has contracted Health Hawke's Bay to deliver services described in this Framework to our community, hence Hawke's Bay's Pharmacy services will be contracted via Health Hawke's Bay.

This document provides guidance on Pharmacy services which will be funded for people with COVID-19, and in some cases people without COVID-19, required to isolate at home or elsewhere.

The COVID-19 Care in the Community - Pharmacy Services can be classed as:

- Prescription Co-payment Reimbursement
- Medication Delivery
- In-home visit for OST and CPAMS
- Medication Management Consultations

### Services considered 'business as usual'

Except where listed otherwise within this document pharmacy 'business as usual services' will continue to be funded under their current streams:

- Dispensing as per Schedule 1 of the ICPSA
- Medicines advice as per Schedule 2 of the ICPSA
- Pharmacist only medication supply
- Over the counter (OTC) medication supply
- Adherence support
- Long term conditions management
- Liaising with patients and prescribers around prescription ordering
- Emergency supply (as per Clause 44 of the Medicines Regulations 1984) of medicines if a prescription cannot be obtained.
- Medicine reconciliation

### Services mentioned in National documentation not offered as part of Hawke's Bay case management

The MoH COVID-19 Care in the Community Framework suggests some service which have been implemented in other regions, but are delivered via other avenues in Hawke's Bay:

- Pregnant people requiring enoxaparin: Enoxaparin will be prescribed by the Lead Maternity Carer (LMC). The prescription is dispensed as per usual, and the pharmacy can claim for

\*See individual Operational guide for details.

Prescription Co-payment Reimbursement and Medication Delivery if required. LMC or District Nurse will provide education and help with administration.

- Lead pharmacy: Health Hawke's Bay is offering a contract to all pharmacies, so there are therefore no "lead pharmacies" within Hawke's Bay.
- Provision of medicines if a prescription cannot be obtained: The Hawke's Bay framework does not allow for provision of emergency supply of medicines outside of Clause 44 of the Medicines Regulations 1984). If patients require a prescription, they need to contact their usual prescriber.

### DHB Temporary Delivery Funding

As of 1 April 2022 the processes and agreements between the DHB and local pharmacies / pharmacist regarding delivery of medicines and management of co-payments are replaced by processes contracted by Health Hawke's Bay to local pharmacies. From 1 April please do not use the Taxi service (unless you set up a direct agreement with them to provide deliveries on your behalf) or code H for COVID-19 patients or those in self-isolation.

### Referral processes and inclusion criteria

The inclusion criteria for each of the services are outlined within each service and operational guide. In general:

- The funded services are for COVID-19 *positive* patients during their period of *required isolation*, exceptions to this are OST\*, CPAMS\*, Clozapine\*, ECP\* and Needle Exchange\*.
- Where possible care to the patient will be provided remotely, exceptions to this are OST\* and CPAMS\*, where an in-home visit is funded.
- In some cases, patients may require several of the pharmacy services at one time, for example prescription co-payment reimbursement and medication delivery and medication management consultation. Situations where a pharmacy cannot claim for concurrent services are outlined within each service.

Pharmacies may be informed that a patient requires Covid-19 Care in the Community support by:

- Prescriber via email or phone or noted on prescription.
- Welfare or other agencies such as Tihei Mauri Ora and the local hubs who provide support.
- General Practice
- Health Hawke's Bay.
- DHB services.
- Pharmacy staff.
- Patient or whānau self-referral.

The service aims to maintain a person's therapeutic relationship with their usual community pharmacy where possible. Within Hawke's Bay the referral should go to the patient's usual community pharmacy, unless due to staff illness that pharmacy is temporarily closed. If this occurs, the usual pharmacy's 'back-up pharmacy' or a DHB appointment pharmacy applies, or the patient can choose another pharmacy.

\*See individual Operational guide for details.

If a patient needs to be referred to another health professional, it is recommended that [the ISBAR communication framework](#) is followed, verbally or in written format and that a written record of the referral is kept by the pharmacy.

### Claiming for Services

Claiming for services is done via the Halcyon claiming platform: <https://hhbportal.karo.nz/>. Details on this is available at: [COVID-19 Pharmacy form - Health Hawke's Bay \(healthhb.co.nz\)](https://healthhb.co.nz/)

Where services are claimed for via COVID-19 Care in the Community Pharmacy Services, there can be no simultaneous claiming against any other funding stream.

### Record keeping

The Halcyon form is used for claiming and reporting of services and contains details of the date, and service provided. This information is not stored in the Pharmacy dispensing software. For complete record keeping it is recommended that a detailed note is placed within the Pharmacy dispensing software whenever a service is delivered.

### Options when the pharmacy lacks capacity to provide the service

Where the pharmacy does not capacity to deliver this service, they may wish to utilise alternative delivery methods such as sub-contracting services to a third party. Where this is not possible alert Health Hawke's Bay as soon as possible via: [Support@healthhb.co.nz](mailto:Support@healthhb.co.nz).

# COVID-19 Care in the Community

## Pharmacy Services

### Prescription Co-payment Reimbursement

For clients *required to isolate* at home or in another location, due to being:

- COVID-19 *positive*;
  - All prescription co-payments are eligible for reimbursement.
  - Only NSS medicine provided as outlined in the Medication Management Consult services Operational guides are eligible for reimbursement.
  - NRT supplied via Quitcard, prescription or according to Pharmaceutical Schedule
- A *household contact* of a COVID-19 positive case; only clozapine prescription co-payments are eligible for reimbursement.

Excluded from eligibility are:

- Permitted pharmacy charges as per the ICPSA.
- NSS medicines, not specified within the Medication Management Consult services Operational guides, these remain self-funded by the patient.
- Prescription part charges.
- Restricted (Pharmacist Only) medicines, not specified within the Medication Management Consult services Operational guides, these remain self-funded by the patient.
- Emergency supply (as per Clause 44 of the Medicines Regulations 1984), these remain self-funded by the patient.
- OTC medicines, not specified within the Medication Management Consult services Operational guides, these remain self-funded by the patient.

There can be no claim for Prescription Co-payment Reimbursement if:

- The pharmacy does not currently charge the patient a prescription co-payment as part of their usual business.
- The co-payment is reimbursed via other agreement of funding streams.

### Medication delivery services

Clients *required to isolate* at home or in another location, due to being COVID-19 *positive*, or a *household contact*, are encouraged to ask non-isolating support people to visit the pharmacy and pick up their medications. Where this is not possible the pharmacy can use their usual delivery service (or a courier service or taxi funded by the pharmacy) and claim a Medication Delivery fee at one claim per day per person on the following:

Clients *required to isolate* who are COVID-19 *positive*:

- Any new or repeat prescription medicines for long term conditions and acute management.
- NSS medicine provided as outlined in the Medication Management Consult services Operational guides, or self-funded NSS medicines.
- Needle exchange supplies.\*
- Patient self-funded Restricted (Pharmacist Only) medicines.

\*See individual Operational guide for details.

- Patient self-funded OTC medicines.
- NRT

Clients *required to isolate* who are a *household contact* of a COVID-19 positive case:

- Clozapine\*
- Needle exchange supplies\*
- ECP\*

It is recommended that the pharmacy checks if there are any items that can be included in the delivery, such as repeats due or prescription items for other whānau members in the same household.

### In-home visit services

Clients *required to isolate* at home or in another location due to being due to being COVID-19 *positive*, or a *household contact* are eligible for in-home visit services if they require:

- Opioid Substitution Therapy (OST)\*, or
- Community Pharmacy Anticoagulation Management Service (CPAMS)\*

In home visit funding can be claimed at one claim per day per person for:

- Pharmacist or Registered health professional (OST) time,
- Support person (if required) time, and
- Mileage.

### Medication Management Consult services

Medication Management Consultations need to be held via phone or telehealth and need to follow the guidance set out in each in-depth operational guide. The following are situations where a medication management consult service will be funded for clients *required to isolate* at home or in another location:

1. Certain medications and conditions require more in-depth medication management while a person is unwell with COVID-19.

Clients who are COVID-19 *positive* can be considered for a medication management consult if the person has one of the medications or conditions listed below:

- SADMANS-DOG\* medicines ([SGLT2 inhibitors](#), [ACE-inhibitors](#), Diuretics, Metformin, [Angiotensin-II Receptor Blockers](#), [Non-steroidal anti-inflammatory drugs \(NSAIDs\)](#) [Sulfonylureas](#), Direct-Acting Oral Anticoagulants, [Opioids](#), [Gabapentinoids](#))
- Heart failure\*
- Cardiovascular disease\*
- Adrenal suppression\*
- Diabetes\*
- CPAMS\*
- Immunosuppressants\*

Elements deemed covered under the medication management consult service fee:

- Consultation with a pharmacist as outlined in individual operational guide.

Other services which may be claimed separate to the medication management consult service for any other medications:

- Prescription co-payment reimbursement

\*See individual Operational guide for details.

- Medication delivery

## 2. Clozapine\*

Clozapine\* clients who are COVID-19 *positive*, or a *household contact*, may require medication management.

Elements deemed covered under the medication management consult service fee:

- Consultation with a pharmacist as outlined in individual operational guide.

Other services which may be claimed separate to the medication management consult service for clozapine as well as any other medications:

- Prescription co-payment reimbursement
- Medication delivery

Clozapine must continue to be delivered in according with the ICPSA and Protocol for the Dispensing of Clozapine by Community Pharmacies.

## 3. Emergency Contraceptive Pill (ECP)\*

Women who are COVID-19 *positive* or a *household contact* can be supplied the ECP and condoms following a virtual consultation with an accredited pharmacist.

Elements deemed covered under the medication management consult service fee:

- Consultation with a pharmacist as outlined in individual operational guide.
- NSS supply of the ECP and condoms.
- Delivery of the ECP.

## 4. COVID-19 self-care symptom management

Clients who are COVID-19 *positive* can be considered for a Medication Management Consult to be supplied the following NSS symptom management medication:

- Paracetamol
- Oral rehydration salts

Elements deemed covered under the medication management consult service fee:

- Consultation with a pharmacist as outlined in individual operational guide.

Other services which can be claimed separate to the medication management consult service for these medications:

- NSS charges claimed as Prescription co-payment reimbursement per medicine supplied.
- Medication delivery

There can be no claim for a Medication Management Consult fee if it occurred or could have occurred during an In-home visit.

\*See individual Operational guide for details.

### Appendix 1: Contact details

**Health Hawke's Bay (M-F):** [support@healthhb.co.nz](mailto:support@healthhb.co.nz)

**Health Hawke's Bay (COVID related out of hours):** 021402351

**OST clinicians:** [OST@hbdhb.govt.nz](mailto:OST@hbdhb.govt.nz).

**Welfare support:** 0800 512 337

**Quitline:** 0800 778 778

**Heart Function Nurse:** 878 8109 and ask for Villa 2

**Healthline:** 0800 611 116

\*See individual Operational guide for details.