

## COVID-19 Care in the Community - Case Management in Pharmacy Frequently Asked Questions

### **Can a pharmacy provide COVID-19 Care in the Community Services to patients who are not enrolled within Hawke's Bay?**

All COVID-19 Care in the Community services are available to everyone eligible for funded medicines. Patient who are not eligible for funded medicines (such as patients on a visitor visa or work visa) are eligible for Medication delivery if they are COVID positive. However, their NSS medicines are not eligible for Prescription Co-payment reimbursement. The exceptions are RSE workers (see below).

### **Are RSE workers eligible for Pharmacy COVID-19 Care in the Community Services?**

Yes, Recognised Seasonal Employer (RSE) workers who are in COVID-19 mandatory isolation due to being COVID-19 *positive* are eligible for funded Covid Care in the Community services.

Prescriptions are normally NSS for these patients and claimed via an insurance provider. For RSE workers who are in COVID-19 mandatory isolation due to being COVID-19 *positive*, process these prescriptions as A4. The pharmacy will be reimbursed for prescription items via the Prescription Co-payment Reimbursement pathway.

Please record within the notes section "RSE" – this is required for audit purposes. This does not apply if the patient is isolating as a close contact.

### **Can a pharmacy provide and claim for a Medication Management Consultation for COVID-19 self-care symptom management for more than one member of a household?**

Yes, multiple members of one household can utilise the service. The pharmacy can claim a Medication Management Consultation service for each member, provided the pharmacist completed the entire consultation process (i.e assessing for respiratory compromise and hydration status, checking co-morbidities and medications and providing appropriate advice on treatment provided.) Always check if the whānau have non-isolating friends or other family who can pick these self-care medicines up for them. If the medicines need to be delivered, only claim one delivery fee for the household.

### **Some of the Medication Management Consult services are only via referral from a G.P or other provider, while others can be via self-referral. Can you clarify which services are funded in which circumstance?**

The Medication Management Consult service focuses on medication safety, as well as being able to provide certain medications to patients who are struggling to access their G.P.

In situations where patients are not able to access their GP such as for ECP or Self-care symptom management, the pharmacist can have this consultation without involving the GP or requiring a referral.

### **Medication Management Consultation for COVID-19 self-care symptom management allows for a patient or whānau to self-refer. How will a pharmacy know that these patients are COVID-19 positive?**

Pharmacies do not currently have access to CCCM or other databases to confirm that patients are COVID-19 positive. This service relies on a high trust relationship between patients and pharmacies, for pharmacists to be able to offer self-care symptom management. Please ask your patient to ensure that they have entered their positive result into MyCovid Record and advise them that in general they cannot access this service again for at least 3 months after receiving the service.

Some services are only for isolating COVID-19 positive patients, while others are for patients who are isolating as household contacts. Can you clarify which services are funded in which circumstance?

	<b>Isolating COVID-19 <i>positive</i> patients</b>	<b>Isolating COVID-19 <i>household</i> contacts</b>
<b>Prescription Co-payment Reimbursement</b>	<ul style="list-style-type: none"> <li>All prescription co-payments are eligible for reimbursement.</li> <li>Only NSS medicine provided as outlined in the Medication Management Consult services Operational guides are eligible for reimbursement.</li> </ul>	Only clozapine prescriptions.
<b>Medication Delivery</b>	<ul style="list-style-type: none"> <li>Any new or repeat prescription medicines for long term conditions and acute management.</li> <li>NSS medicine provided as outlined in the Medication Management Consult services Operational guides, or self-funded NSS medicines.</li> <li>Needle exchange supplies.</li> <li>Patient self-funded Restricted (Pharmacist Only) medicines.</li> <li>Patient self-funded OTC medicines.</li> <li>NRT</li> </ul>	<ul style="list-style-type: none"> <li>Clozapine new or repeat prescription.</li> <li>Needle exchange supplies</li> <li>ECP</li> </ul>
<b>In-home Visits: OST and CPAMS</b>	Yes	Yes
<b>Medication Management Consult Services:</b>		
Clozapine	Yes	Yes
ECP	Yes	Yes
COVID-19 self-care symptom management	Yes	No
<ul style="list-style-type: none"> <li>SADMANS-DOG medicines</li> <li>Heart failure</li> <li>Cardiovascular disease</li> <li>Adrenal suppression</li> <li>Diabetes</li> <li>CPAMS</li> <li>Immunosuppressants</li> </ul>	Yes	No