

COVID-19 Care in the Community

Hawke's Bay Pharmacy Framework

October 2023

Background

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 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) 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. Over time the COVID-19 Care in the Community Framework has been adapted to reflect the progression of the response.

This document provides guidance on Pharmacy services which will be funded for people with COVID-19. This reflects the October 2023 guidance from Te Whatu Ora:

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

- COVID-19 Antivirals Eligibility Review
- Medication Management Consultations
 - Compliance Packaging for COVID-19 specific medicines
 - Medication Delivery

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

Inclusion criteria

Except for the COVID-19 Antivirals Pharmacist Eligibility Review the service schedule only applies to people who meet the Pharmacist access criteria for antivirals. The access criteria can be found [here](#).

Service	Eligibility
COVID-19 antiviral PHARMAC eligibility review	Those who do not meet antiviral access criteria.
Medicines Management Consult	Those who do meet antiviral access criteria.
After-hours Medicines Management Consult	Those who do meet antiviral access criteria. Delivered outside of ordinary business hours are 8:00 am to 6:00 pm on Monday to Friday.
Compliance Packaging	When associated with supply of antivirals.
Medicine Deliver	Per delivery, when associated with supply of antivirals.

Referral processes

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.
- Te Whatu Ora 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 appointed pharmacy applies, or the patient can choose another pharmacy.

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 have capacity to deliver this service alert Health Hawke's Bay as soon as possible via: Support@healthhb.co.nz.

COVID-19 Care in the Community

Pharmacy Services

COVID-19 antivirals PHARMAC Eligibility Review

A COVID-19 antiviral eligibility review may be claimed if the pharmacist has undertaken a clinical review with the patient for a Pharmacist Only Medicine supply of a COVID-19 specific antiviral but found that the patient does not meet the PHARMAC criteria.

As per the current Service Specification, the reason the antivirals were not supplied must be documented in CCCM.

Medication Management Consult Services

COVID-19 *positive* patients may be prescribed a COVID-19 specific antiviral or may be supplied these as a Pharmacist Only Medicine supply, provided they meet PHARMAC criteria. These medicines require careful consideration and consultation with the patient prior to being dispensed by select pharmacies. This service recognises activities associated with supply of antivirals for COVID-19 either as a pharmacist only medicine or pursuant to a prescription.

If a provider consults with the Service User and discovers they meet the Pharmac access criteria for funded COVID-19 antivirals, but these medicines are not appropriate for clinical reasons, the provider can claim the Medicines Management Consultation fee. The reason the antivirals were not supplied must be documented.

Elements deemed covered under the medication management consult service fee:

- Consultation with a pharmacist as outlined in operational guide.
- Supply of the COVID-19 specific antiviral.

Other services which may be claimed separate to the medication management consult service for an oral antiviral are:

- Medication delivery
- Compliance Packaging

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.

Compliance packaging for COVID-19 specific medicines

COVID-19 *positive* patients may be provided a COVID-19 specific antiviral provided they meet PHARMAC criteria. In some cases, the pharmacist or clinician may deem it appropriate for these specific medicines to be supplied in compliance packaging. An example of this may be in renal dosing for Paxlovid™.

The pharmacy may claim a compliance packaging fee at one claim per person in this situation provided that:

- The oral antiviral is repackaged into compliance packaging.
- The reason for compliance packaging is stated within the patient's record.

- The patient/carer is provided training on compliance packaging via phone or virtually.
- Compliance packaging for this patient is **not** funded via any other sources or agreement.

Medication Delivery Services

Patients are encouraged to ask 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 contracted alternative funded by the pharmacy) and claim a Medication Delivery fee at one claim per day per person, if the delivery is associated with the supply of antivirals.

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.

Version control

Version	Date	Summary of changes
1	23 March 2022	
2	21 June 2022	Antivirals added
3	13 March 2023	CitC funding changes – household contacts are no longer eligible, antiviral eligibility review.
4	September 2023	CitC funding changes – Changed scope of medication management services and medication delivery. Removal of Prescription Payment Reimbursement.