Discharge Medicines Review (DMR) Service

Discharge Service registration

Medicines Reconciliation

Review Adherence

Registration

- Gain consent and register patient on DMR module of choose pharmacy
- Can be done at any time ("pre-registraton")
- This ensures that if electronic discharge information is available it will automatically come through to your pharmacy
- Useful to take telephone number to contact patient for later processes

Obtain/Print discharge information, Compare vs 1st Rx (Part 1)

- With patient consent, compare the discharge information (e-dal/printed discharge sheet/take home meds) vs the first GP prescription
- Discuss what medicines patient is actually taking (face to face or remotely) with the patient or person responsible for the patients medication, identify any discrepancies and take action to resolve
- Enter this information on the Choose Pharmacy platform

Review Adherence (Part 2)**

- usually 28-56 days post discharge/after part 1
- Can be with patient or carer (anyone who helps with medicines administration/usage - may be family member/friend etc)
- Can be face to face or remotely (video/telephone)
- Review medicine adherence and assess any difficulties with using medication. Check understadning of medicines and answer any questions. Address any difficulties, referring issues to GP if required.
- Record review locally and enter claim on Choose Pharmacy
- If Part 2 cant be completed (eg pt re-admitted to hospital) record reason and submit claim.

** part 2 can be done concurrently with part one if been taking for 4 weeks.

Tips for DMRs

- **Registering patients**
  - Talk to patients about the service when providing other services – ask for permission to pre-register them so that if they go into hospital you will receive any electronic discharge information
  - Involve the whole pharmacy team – make sure they all understand the service and train staff to ask patients about registration, including delivery drivers
  - Encourage patients and carers to share discharge information with you, and to notify you when going in/out hospital, encourage staff to inform you of any patients admitted to or discharged from hospital
  - If a patient is admitted to hospital make a record on the PMR and date it. This will make it easier to identify the first Rx post discharge – if you haven't had the discharge information but you've had a prescription chase the discharge and complete part 1.
  - Take phone numbers when pre-registering patients or if completing part one – this makes it easy to contact patients for the DMR.
- **Completing the DMR Part 1**
  - If you receive e-DALs -print them as soon as you can and make a note (maybe on patients PMR) to look out for the FP10. Ask the surgery when they are likely to process the Rx so you don't miss it
  - When you receive the Rx, compare the discharge info vs the Rx and highlight any discrepancies to the GP surgery. Speak to the patient or carer (via telephone/in person) to ensure that they are taking only what they should be based on the discharge and rx information. Tell the patient you will follow up with them within 4 weeks of their discharge date for part 2 . Write a date in your calendar as a reminder along with their phone number
  - Part 1 is mostly about reconciliation of what patient is supposed to be taking according to discharge information and what patient is using AND what GP has prescribed.
- **Completing part 2**
  - Part 2 is about how the patient is getting on with the medication – are there any issues that need resolving? Do they understand what they are taking and why it is important?
  - If a patient is re-admitted into hospital, passes away or cant be contacted for another reason- this can be noted on Choose pharmacy and the DMR closed and submitted
- **General tips:**
  - Remember a carer (which may be a family member or anyone who manages that patients medicines) can complete a DMR on behalf of a patient with patients consent.
  - Remember you can complete DMRs remotely over telephone or video link.
  - Set aside some time every week to check your DMRs on Choose Pharmacy – they will appear on your homepage after logging in. Action any outstanding or plan time in to do so.
  - Keep a record of your DMR patients and what stage each is at in the process – review this regularly.
  - Different people can do each part of the DMR - have a way of highlighting any DMRs that need to be done to locums
  - If a patient is re-admitted an active DMR should be closed and a new one started when they are discharged again.
  - Written consent is not required at any stage of the service as informed consent is recorded via the choose pharmacy module
  - Part 2 can be done concurrently with Part 1 if a patient has been taking for 4 weeks already.