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| Uncomplicated urinary tract infection |
| Community Pharmacist Statewide Pilot - Patient handout  March 2024 |
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# Purpose

Participating pharmacists in the Community Pharmacist Statewide Pilot (the pilot) can now treat several common and low-risk health concerns, administer travel and other vaccinations and provide travel health advice.

This handout contains information about uncomplicated urinary tract infection treatment and costs, information for after your consultation and where to find additional support. It also outlines ways to provide feedback or make a complaint about the pilot service.

# Eligibility

To be eligible to receive treatment, you must meet the following eligibility:

* Women and gender diverse people with female biology
* Be aged between 18 and 65 years (inclusive)

People with or without a Medicare card and international students will be eligible for a service under the pilot.

# Your consultation

To ensure you receive safe and appropriate care, your pharmacist will meet with you in a private consulting room.

Following your treatment, if you provided your contact details to your pharmacist during the consultation, you will receive an SMS or an email from the Department of Health in 7 days to check how your treatment went.

### Providing your consent

Your pharmacist will provide you with the Consent to Treatment and Privacy Information sheet. This contains information about the consents for the pilot.

### What to expect during the consultation

The pharmacist will ask you questions before and during your consultation. This will help them decide if they can treat you or whether you need a referral to a doctor or hospital emergency department for treatment.

If you are presenting with only one symptom of uncomplicated urinary tract infection, the pharmacist may first suggest over-the-counter medicines and ask you to come back in two days if you still have symptoms.

If your pharmacist refers you to a doctor or emergency department, they will explain the reasons to you.

These may include:

* Your medical history
* Your current medications
* You are pregnant or less than six weeks post-partum.
* You had a recent insertion of an Intrauterine device (IUD) within the last 3 months.
* Your condition is too severe to be treated at the pharmacy
* Your symptoms may not indicate a urinary tract infection

# What to do if your symptoms do not improve

If you were recommended over-the-counter medicines and still have symptoms, you can return to see the pharmacist.

If you were given antibiotics, your symptoms should improve within two days. See your doctor if your symptoms do not improve, if they get worse or if symptoms reoccur within two weeks after completing your course of antibiotics.

### Self-care

There are additional self-care measures that can help with your symptoms:

* Stay hydrated by drinking plenty of water (aim for 6-8 glasses of water per day)
* Empty your bladder completely when urinating.

To reduce the risk of another urinary tract infection:

* Drink plenty of water, aiming for 'light-coloured' urine (unless otherwise advised by your Doctor)
* Empty your bladder completely when urinating
* Urinate when you feel the urge, rather than holding it in
* Urinate immediately after sexual intercourse
* Wear cotton underwear and loose-fitting pants
* Gently wipe from front to back after passing urine or emptying your bowels to reduce the transfer of bacteria to your vaginal area
* Avoid using scented soap, talcum powder or deodorant around your genital area
* Wash your genital area every day.

# Where to get more information

For more information, please visit the following websites:

* [Better Health Channel –](https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/urinary-tract-infections-uti) [Urinary tract infections](http://www.betterhealth.vic.gov.au/health/conditionsandtreatments/urinary-tract-infections-uti)
* <www.betterhealth.vic.gov.au/health/conditionsandtreatments/urinary-tract-infections-uti>
* [Kidney Health Australia – Urinary tract infections](https://kidney.org.au/your-kidneys/what-is-kidney-disease/types-of-kidney-disease/utis)

<www. kidney.org.au/your-kidneys/what-is-kidney-disease/types-of-kidney-disease/utis>

* [Healthdirect Australia](http://www.healthdirect.gov.au)

<www.healthdirect.gov.au>

* Consumer Medicine Information (CMI) - Your pharmacist can advise on CMI leaflets

# What will it cost?

The pharmacist consultation is free.

## Medicine costs

If you are an Australian resident who holds a current Medicare card, you will pay no more than your current Pharmaceutical Benefits Scheme (PBS) co-payment for medicines supplied under the pilot. This includes concession card holders and those eligible for subsidised medicine under the Closing the Gap (CTG) program.

A valid Medicare card and a valid concession card or cards must be shown on request to be charged the subsidised amount.

If a medicine is not listed under the PBS, you will pay full price, the same as you would if you had a prescription from your doctor.

#### Overseas visitor/international student

If you are an overseas visitor or an international student from the following country, you are eligible to access subsidised medicines under the pilot by showing your passports or a Reciprocal Health Care Agreement (RHCA) Card:

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| * United Kingdom * Ireland * New Zealand * Malta | * Italy * Sweden * The Netherlands * Finland | * Norway * Belgium * Slovenia |

Overseas visitors not included in the above list of countries will pay the cost of a private script for any medicines supplied under the pilot.

## Safety Net

Please be aware that any medications provided in the pilot will **not** contribute to your Pharmaceutical Benefits Scheme (PBS) Safety Net.

However, medications you are supplied will be provided in line with Safety Net pricing for people who have exceeded the annual threshold. If you prefer that your medications do contribute to your Safety Net total, then you will need to see your doctor for a prescription.

# How to make a complaint

Information on the complaints processes for patients is available at [www.health.vic.gov.au/feedback-and-complaints](http://www.health.vic.gov.au/feedback-and-complaints)

If you have a complaint, you can take the following steps to get the complaint resolved:

**Step 1.** Discuss your complaint with a staff member from the community pharmacy where you received the service.

**Step 2.** If the complaint cannot be resolved at Step 1, or you are dissatisfied with the outcome, you can choose one of the following ways to lodge a formal complaint with the department:

* Submit the complaint online via our online form: <https://feedback.dhhs.vic.gov.au/layout.html#/DH>
* Email our Feedback and complaints team via [health.feedback@health.vic.gov.au](mailto:health.feedback@health.vic.gov.au)
* Mail: Health Feedback, GPO Box 4057, Melbourne, Victoria, 3000.
* Phone:1300 229 075. For more information, see our Contact us page: <https://www.health.vic.gov.au/contact-us>

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