

Community Pharmacist Statewide Pilot: Patient Handout

October 2023

OFFICIAL

Contents

| | |
|---|----------|
| Purpose | 1 |
| Your consultation..... | 1 |
| Eligibility..... | 2 |
| Providing your consent | 2 |
| What will it cost? | 2 |
| Medicine costs..... | 2 |
| Safety Net..... | 3 |
| Health information following your treatment..... | 3 |
| Urinary Tract Infection..... | 3 |
| Oral Contraceptive Pill | 5 |
| Travel Health and Vaccinations | 6 |
| How to make a complaint..... | 6 |

Purpose

This information sheet explains the Community Pharmacist Statewide Pilot (the pilot). It includes the services provided, costs for a treatment and what to do after your consultation as well as how to get more medical care or information. It also contains your options to provide feedback or make a complaint about the pilot.

Your consultation

As part of the Community Pharmacist Statewide Pilot, pharmacists can provide treatments for a number of low-risk and common health concerns and travel and other vaccinations.

You can find a participating pharmacy by using the Better Health Channel and viewing the pharmacy map.

Eligibility

The pilot will include three types of health treatments:

- Women and gender diverse people aged 16 to 50 years will be able to get resupply of a contraceptive pill they are already using without needing a prescription.
- Women and gender diverse people aged 18 to 65 years with uncomplicated urinary tract infections will be able to access treatment.
- Travel health consultation and vaccinations and new vaccine provision for hepatitis A, hepatitis B, poliomyelitis and typhoid vaccines.

The term 'women' above includes gender diverse people with female biology.

Your pharmacist will ask questions before and during your consultation to help them decide if they can treat you.

Your age, your sex and the details of your condition and medical history may help the pharmacist determine whether they can treat you or whether you need a referral. The pharmacist will refer you to your doctor or another healthcare provider if they think that is the best option for you.

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

Providing your consent

Your pharmacist will provide you with the Consent to treatment and privacy information sheet which has all the information about the consents for the pilot.

What will it cost?

There is no cost to see the pharmacist for uncomplicated urinary tract infection or resupply of the oral contraceptive pill.

For a travel health or vaccine consultation, the pharmacy may charge you a vaccination consultation or vaccine administration fee, plus the cost of any vaccines given.

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:

- 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.

The medication costs supplied under the pilot will be adjusted in line with the indexation of PBS patient co-payments on 1 January 2024.

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.

Health information following your treatment

Urinary Tract Infection

What to expect

Your pharmacist will undertake a comprehensive assessment to ensure you receive the most appropriate treatment and management advice for your urinary tract infection. Following the consultation, your pharmacist might recommend using over-the-counter medications, such as pain relief medicines, to alleviate your symptoms and help to manage pain and inflammation. In some cases, you may be prescribed antibiotics to assist with treating your urinary tract infection.

What to do if your symptoms do not improve

Your symptoms should resolve within 1 week. However, if you are still experiencing symptoms after 2 days of using these simple measures, please consult your pharmacist for further advice.

If you have been prescribed antibiotics, your symptoms should improve within 2 days of starting your antibiotic treatment. Should your symptoms not start to improve within this timeframe, or if symptoms reoccur within 2 weeks after completing the antibiotic course, please consult your doctor.

Self-care

There are additional self-care measures that can help in alleviating your urinary tract infection:

- Ensure you stay well-hydrated by consuming more fluids (aim for 6-8 glasses of water per day).
- Make sure to completely empty your bladder when urinating.

Furthermore, to reduce the risk of recurring urinary tract infections, consider the following actions:

- Maintain adequate daily water intake to quench your thirst, typically 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 find more information

For more information:

- [Better Health Channel](http://www.betterhealth.vic.gov.au) <www.betterhealth.vic.gov.au>
- [Kidney Health Australia](https://kidney.org.au) <https://kidney.org.au>
- [Healthdirect Australia](http://www.healthdirect.gov.au) at <www.healthdirect.gov.au>
- Consumer Medicine Information (CMI) - Your pharmacist can advise on CMI leaflets

Oral Contraceptive Pill

What to expect

Your pharmacist will conduct an assessment to ensure the safe and appropriate continuation of your oral contraceptive pill. Following this consultation, your pharmacist may provide you with a new box of your oral contraceptive pill.

However, if any of the following circumstances apply to you, you may be ineligible for resupply and your pharmacist may refer you to your doctor or another healthcare professional.

:

- You are younger than 16 or older than 50 years of age.
- You are not currently taking the oral contraceptive pill but wish to restart.
- You are requesting a different type of oral contraceptive pill or an alternative form of contraception such as a long-acting contraceptive method.
- Your current oral contraceptive pill is now contraindicated or unsuitable for your specific situation.
- You are experiencing unexplained and un-investigated vaginal bleeding or acute, severe menstrual bleeding.
- You may be pregnant.
- STI (sexually transmitted infection) screening is recommended (your pharmacist may still supply your oral contraceptive pill, if appropriate).

If your pharmacist does need to refer you to another doctor, they will explain the reasons to you.

Where to find more information

For more information:

- [Better Health Channel - Oral contraceptive pills](https://www.betterhealth.vic.gov.au/health/healthyliving/contraception-choices#oral-contraceptive-pills)
<https://www.betterhealth.vic.gov.au/health/healthyliving/contraception-choices#oral-contraceptive-pills>
- [Better Health Channel - Safe sex](https://www.betterhealth.vic.gov.au/health/healthyliving/safe-sex) <https://www.betterhealth.vic.gov.au/health/healthyliving/safe-sex>
- [Sexual Health Victoria](https://shvic.org.au/) <https://shvic.org.au/>
- [Melbourne Sexual Health Centre: expert sexual health information, advice, testing, treatment and support](https://www.mshc.org.au/)
<https://www.mshc.org.au/>
- [1800MyOptions - information about contraception, pregnancy options and sexual health in Victoria](https://www.1800myoptions.org.au/)
<https://www.1800myoptions.org.au/>
- [Jean Hailes contraception fact sheet](https://www.jeanhailes.org.au/resources/fact-sheets/contraception) <https://www.jeanhailes.org.au/resources/fact-sheets/contraception>
- Consumer Medicine Information (CMI) - Your pharmacist can advise on CMI leaflets

Travel Health and Vaccinations

What to expect after vaccination

Please wait in the pharmacy for a minimum of 15 minutes after vaccination.

Common side effects occur soon after vaccination and last one to two days. Injection site reactions, which occur at the site of vaccine administration, are the most frequent side effect after vaccination. Common injection site reactions include pain, redness and swelling. Most of these reactions are only mild and resolve without treatment within a few days. Generally, no treatment is required.

Your pharmacist can provide you with an information sheet that provides more details about what to watch for and when to seek medical advice.

Where to get more information

You can access the [Vaccine side effects information sheet](https://www.health.vic.gov.au/publications/vaccine-side-effects) on the Department of Health's webpage <<https://www.health.vic.gov.au/publications/vaccine-side-effects>>.

The information sheet is also available in languages other than English from the [Health Translations – Vaccine side effects](https://www.healthtranslations.vic.gov.au/resources/vaccine-side-effects) webpage <<https://www.healthtranslations.vic.gov.au/resources/vaccine-side-effects>>.

Your pharmacist can also provide information about the vaccine(s) you received today and other resources to help you if you are travelling overseas.

How to make a complaint

The [Department of Health feedback and complaints](https://www.health.vic.gov.au/feedback-and-complaints) webpage provides information on the complaints processes for patients <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) <<https://feedback.dhhs.vic.gov.au/layout.html#/DH>>
- Email our Feedback and complaints team via 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](https://www.health.vic.gov.au/contact-us) page: <<https://www.health.vic.gov.au/contact-us>>

You may get an SMS or email in 7 days time, to check how your treatment went.

To receive this document in another format, email
AdminCommunityPharmacyPilot@health.vic.gov.au

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health, [October 2023](#).

Available at <https://www.health.vic.gov.au/primary-care/victorian-community-pharmacist-statewide-pilot>