

Notice from the Executive Officer

Re: MedsCheck Program Standardization and System Requirements

Building on the experiences and success of the MedsCheck program since it was implemented on April 1, 2007, we asked the Ontario Pharmacy Council to develop recommendations that would further strengthen the value of the program.

One of the key recommendations that we heard from the Council was a need to have a standardized form. This is especially important if the form is to be provided to other health care providers. There was a concern that practitioners may not recognize the results of a MedsCheck review if multiple variations of the form are used. In addition, some of the revised forms do not include the MedsCheck logo and patients may not recognize that the service they received was a MedsCheck review. For consistency in communication and based on feedback from the Council and pharmacy associations, we are revising the MedsCheck process to include a requirement that standardized forms must be used by pharmacists whenever a medication review is completed as part of the MedsCheck process.

We have also strengthened some of the requirements on the form. For example, the form includes standard language to ensure the patient is aware they are receiving a MedsCheck review. The additional features are noted in the summary information noted in the attachment.

We recognize that it will take some time for the pharmacy software vendors to make changes to any electronic version of the MedsCheck form that is available. We have identified the elements of the MedsCheck form that are mandatory or optional requirements. The mandatory requirements must be in place by January 1, 2012 unless otherwise noted. Any new forms must adhere to the standards noted in the attachment.

We appreciate your efforts in supporting the MedsCheck process and through these changes even more value will be provided to the Programs.

Please refer to the Ministry website for standardization and frequently asked questions:
<http://health.gov.on.ca/en/pro/programs/drugs/medscheck/standards.aspx>

Attachment 1: MedsCheck Standardization and System Requirements

Summary information about the MedsCheck Annual + MedsCheck Follow-up:

- The MedsCheck program is an appointment based medication review service in that is separate from the dispensing-related service and it takes place in a community pharmacy.
- MedsCheck is a voluntary service and requires the patient's consent for the pharmacist to provide the consultation. If the patient is not able to attend the

pharmacy, a designated caregiver may attend provided the appropriate consent is on file with the pharmacy.

- Patients must be taking a minimum of 3 prescription medications, living in Ontario and holders of a valid Ontario Health Card.
- The MedsCheck in-person discussion between the pharmacist and the patient is on average 20-30 minutes. A sufficient level of privacy and safety for the patient must be ensured by the pharmacist.
- The consultation results in the best possible medication review list of a patient's prescription, over the counter, herbal and natural health products on the date of the appointment.
- Pharmacists should list medications in order of the last date dispensed with the newest medication listed first.
- Drug related problems identified at the time of the MedsCheck appointment must be followed up by the pharmacist as per the Pharmaceutical Opinion Program.
- At the end of the consultation, both the pharmacist and the patient (or designated care-giver) sign and date the MedsCheck medication review list which demonstrates a commitment to the MedsCheck process by both parties.
- The patient leaves the pharmacy / appointment with a signed and dated copy of the MedsCheck medication review. If there are drug related problems still to be resolved; the signed and dated MedsCheck review list is provided upon completion.
- The MedsCheck represents the best possible medication review history based on the accuracy and completeness at the time of the appointment. Patients are encouraged to carry their MedsCheck review with them when visiting their physician, other health care providers or if they go to the hospital.
- It is recommended that the MedsCheck review be shared with the patient's primary physician and/or that the patient is aware that the pharmacist has informed the physician that the patient has had a MedsCheck on a specific date.
- When sharing a MedsCheck with the patient's primary physician, pharmacists should indicate whether a MedsCheck is for information only or whether there is a need for action based on a potential drug related issue.
- The pharmacist bills for the service via the Ontario Drug Benefit Health Network System with payment to the community pharmacy upon completion of the MedsCheck review including any MedsCheck drug related problems.
- A copy of what was provided to the patient is maintained in the pharmacy for a period of time as per legislation.

Attachment 2:

MedsCheck Annual + MedsCheck Follow-up medication review Standardization and System Requirements

**Effective January 1, 2012
unless otherwise noted.**

MedsCheck Report Format	Requirement¹
Report Heading: “MedsCheck” brand must be added to the medication review list on all pages at the top of the page as prominent	Mandatory
MedsCheck medication review list; if more than one page, all pages must be numbered as “page X of Y”	Mandatory
Respective headings including “MedsCheck” must appear on all pages; headings may also include the pharmacy information	Mandatory
Disclaimer information: - to be reviewed with the patient; - to appear at the bottom of every page. MedsCheck is a voluntary program sponsored by the Ontario government. The accuracy of the information in this document depends on the accuracy and completeness of the information provided by the patient at the time the MedsCheck was prepared. The signed and dated MedsCheck demonstrates that both parties have an understanding of the MedsCheck program and the process; the completed MedsCheck may be shared with other health care professionals within the circle of care.	Mandatory
Pharmacy Information	Requirement
Pharmacy Name	Mandatory
Pharmacy Logo	Optional
Pharmacy address	Mandatory
If different from the pharmacy address, the name and address location of the MedsCheck appointment must be noted on the MedsCheck medication review list.	Mandatory
Pharmacy telephone number	Mandatory
Pharmacist’s name (who conducted the service)	Mandatory
Pharmacist’s signature (who conducted the service)	Mandatory
Date prepared	Mandatory
Patient Information	Requirement
Patients first and last name	Mandatory
Patient’s health card number	Optional
Patient’s gender (male / female)	Mandatory
Patient’s date of birth	Mandatory

¹ Key to requirement categories:

Mandatory: pharmacists must ensure that this requirement is in place on future MedsCheck medication reviews
Recommended: requirement is recommended to be present however, not all circumstances warrant the element to be permanent

Optional: requirement is at the discretion of the pharmacy

Patient's phone number	Recommended
Known allergies and intolerances	Mandatory
Does the patient smoke - current user; former user	Recommended
Physician Information (primary prescriber)	Requirement
Physician Name	Mandatory
Physician telephone number	Recommended
Physician Registration number	Recommended
MedsCheck medication review list	Requirement
Generic name (Brand name / manufacturer) of prescription and non-prescription medication at the time of the appointment	Mandatory
Natural health products; herbal products and others at the time of the appointment	Mandatory
One product is indicated per row	Mandatory
Strength including concentration; dosage form	Mandatory
Quantity	Mandatory
Date dispensed	Mandatory
How medication is prescribed (directions)	Mandatory
How the patient is taking the medication or product (frequency, time of day, with what)	Mandatory
Purpose for taking the drug or product (reason for use / indication)	Mandatory
Comments and/or special instructions noted by the pharmacist as per discussion with the patient including no action, record discrepancy, medication to continue, if patient was referred to another health care professional, etc	Mandatory
Process and Procedures	Requirement
The MedsCheck medication review list must be generated at the conclusion of the MedsCheck review session.	Recommended
Potential drug related problems identified at the time of a MedsCheck must be followed-up by the pharmacist with a recommendation to the physician regarding the best outcome. Pharmacist to refer to Drug Pharmaceutical Opinion Program for more information.	Mandatory
The final MedsCheck medication review list to be shared with the patient's primary physician.	Recommended
When MedsCheck is shared with the patient's primary physician, pharmacist indicates "no action" or "action required"	Recommended
The pharmacy software should enable pharmacists to	Recommended

devote most of their time to interacting with patients.	
The MedsCheck documents must be stored electronically (or as a hard copy) when completed and be available for retrieval at a later date	Mandatory Effective date May 11, 2012 ²
Retention of MedsCheck documents and associated records pertaining to the patient record must be kept on site in a readily retrievable format at the pharmacy for a minimum period of ten years or as indicated in O. Reg. 58/11 of the <i>Drug and Pharmacies Regulation Act</i> .	Mandatory
MedsCheck documents must not permit alterations or adjustments once they have been stored. If there is a need to update or change a record, a tracking mechanism of the change including the date and who made the change must be used.	Mandatory Effective date May 11, 2012
The MedsCheck data content should be electronically transferable as updated versions when subsequent medication review sessions are held with the same patient in the future.	Mandatory Effective date May 11, 2012

² The effective date of May 11, 2012 for storing electronic or scanned documents relating to a MedsCheck aligns with the record keeping requirement under Ontario Regulation 58/11 to the *Drug and Pharmacies Regulation Act*.