



Frequently Asked Questions

Who can benefit from a comprehensive medication assessment?

All patients who have:

- * 5 or more chronic medications
- * Diagnosis of chronic disease (DM, HTN, pain)
- * Recently started warfarin treatment
- * Recently been discharged from hospital
- * Side-effects from their medications
- * A need for education on their medications
- * A problem with adherence

What happens during an assessment and what will the pharmacist do?

1. Patient is called by the clinical pharmacist for an appointment
2. Patient meets with the clinical pharmacist in an office-setting
3. Pharmacist performs a comprehensive medication history with the patient
4. Pharmacist provides education to the patient
5. Pharmacist uses information from the interview and laboratory data/investigations to assesses for opportunities to optimize the safety and effectiveness of patient's medication regimen
6. A consult letter summarizing the visit (along with any recommendations from the clinical pharmacist to adjust the patient's medications) is faxed to the referring physician and/or Health Care Provider
7. Pharmacist follows up with the patient as needed

What is the benefit of this service?

- * Saves physicians time by assisting with complex drug regimens and patient use of natural health products and over-the-counter medications
- * Results in improved patient care — on average, our service made 4 drug therapy recommendations per patient referral

How will the findings of the consultation be communicated to the referring physician and or health care provider?

A written report will be faxed. If an urgent issue is identified, the physician will be contacted by phone.

Will the pharmacist make the medication changes without consulting the patient's prescriber?

No changes to prescription medications will be made without consultation with the patient's family physician / referring physician / referring nurse practitioner.

Is there a charge to the patient?

No. This service is provided at no charge for all patients.