

Casework - Getting started

As with most new things, completing a patient case may seem overwhelming. However, at the core of casework is the familiar territory of a structured discussion between the patient and pharmacist. The MirixaPro™ web-based clinical platform is simply an aid to this structured discussion.

Knowledge

To understand the structure of what to do and say during a session read the program Protocol and Dialogue Guide. Initially, the benefit of reading these documents is familiarity with the “flow” of the session e.g. knowing what to do/say next. As more cases are completed, this flow becomes habitual.

Setting

To prompt the session’s flow the pharmacist is provided with documentation resources that also allow session completion in a setting ‘IN FRONT’ of OR ‘AWAY’ from a computer:

1. IN FRONT of a computer: MirixaPro platform Documentation Tab method

This is where the session is directly recorded and saved in the MirixaPro platform. As the session progresses, the pharmacist can “click and type” and then save this Tab.

2. AWAY from a computer: Pharmacist Documentation Worksheet method

This worksheet is a reproduction of the MirixaPro platform Documentation Tab. The sheet must be printed before the session. As the session progresses, the pharmacist writes on this sheet. After the session, the pharmacist’s written information must be entered into the MirixaPro platform Documentation Tab.

Preparation

Practise

Role-playing a session with colleagues or pharmacy staff is a useful and successful way to build confidence and familiarity with the session’s flow. Practise enrolling a patient and then print a Pharmacist Documentation Worksheet to practise a patient-pharmacist session.

Workflow

Utilising Pharmacy Assistants can help with pharmacy workflow. Pharmacy Assistants can help with enrolling patients, booking session appointments with patients and entering the completed Pharmacist Documentation Worksheet into the MirixaPro platform.

Assigning, training and practising staff roles will better prepare the pharmacy.

Good Practice:

- Read the Protocol/Dialogue Guide initially to become familiar with the session “flow”
- Choose your preferred session setting and documentation method
- Prepare by utilising staff roles and practising how to provide a session as a team