

Casework - How the Documentation Tab helps

The Documentation tab can provide these three functions:

1. Prompts the pharmacist with what to ask/say/do next;
2. Records the clinical service;
3. Provides the patient with a printed reminder of the session.

Reminder: The session with the patient can be completed AWAY from a computer by writing onto the Pharmacist Documentation Worksheet and post-session entry or IN FRONT of a computer with immediate entry into the MirixaPro™ platform.

1 Prompts the pharmacist for what to ask/say/do next

The pharmacist completes each action of the Documentation Tab by either asking a question, recording a response or providing materials. In the example to the right, the pharmacist is required to discuss solutions to the patient's "Barriers to compliance".

After the pharmacist discusses the solution and completes this action, they check the box and are prompted by the next section of the Documentation Tab. Here, the next action is to discuss *MedsIndex*.

Discussed "Barriers to compliance" solutions

Prompt to say/ask:

"Mrs Jones, what you have just told me is that you miss doses of your medicine because you forget to take it. What do you think will help you remember to take your medicine?"

Discussed "Barriers to compliance" solutions
5. *MedsIndex*

2 Records the clinical service

In each session, the information recorded on the Documentation Tab is saved. This can be recalled after the session has been completed so that a pharmacist can review and assess the patient's progress. The recording of a clinical service is also important in maintaining a transparent and accountable professional intervention.

3 Provides the patient with a printed reminder of the session

Part of motivating patients to achieve behaviour change is the provision of support materials. Printing and providing the Documentation Tab to the patient after it is completed and saved is integral to the patient's success. It aims to remind the patient of what was discussed during the session, so they can self-direct their improvement until the following session.

Good Practice:

- Use the Documentation Tab to "prompt" the session
- Approach the Documentation Tab as a "clinical record" of the professional service
- Utilise the Documentation Tab when promoting patient behaviour change