

Our medicine sachet system



Introduction

The Medicine Sachet System is a single or multi tablet packaging system prepared by an automated dispensing machine, situated on-site at Vivian Pharmacy Ltd. This new sachet system will replace our current regular unit dose Medico blister packaging system and provide an even easier system for our rest homes, care facilities and individuals in their homes, to use.

Background

Vivian Pharmacy Ltd has been involved with rest home and care facility dispensing since it began in 1994. Originally using the Webstercare system, we transferred to the Medico packaging system in the late 1990's. Since then we have continually been researching ways to improve our comprehensive pharmacy service.

Automated packaging systems have been available for a number of years, but events in 2008 have prompted us to take the plunge and realise a dream to have a state of the art packaging system that will improve our service, our packaging and be a most effective and safe system for the rest homes, care facilities and individuals to use.

Four members of our team visited an Auckland pharmacy site in July 2008 and were impressed by what we saw. Three weeks later we had ordered our own machine from Meditec in Australia and in early October the JV-240BX machine arrived all the way from Korea. (See www.meditec.com.au). A lot of behind the scenes work, as well as serious financial investment in excess of \$250,000, has gone in to getting this new service up and running.



The TEAM

At Vivian Pharmacy we have identified five key players in our experienced team to manage, implement, provide, foster and grow this Medicine Sachet System service. Tasha Hildred, Megan Turner and Michelle Hannam, long term employees at Vivian Pharmacy, have almost 30 years experience in rest home pharmacy service between them. Rachel Wilson, an experienced pharmacist, joined our team in June 2008. Rachel has worked at Vivian Pharmacy in the past and looks forward to co-ordinating our Medicine Sachet System and rest home and care facility service. David Bryan, originally from the United Kingdom, is a pharmacist working part time to support Rachel on the sachet team.

Vivian Pharmacy Services

Vivian Pharmacy is situated in a busy medical centre on the outskirts of the New Plymouth CBD. The pharmacy operates seven days a week, open 8.30am – 8.30pm on weekdays and 9am – 7pm on the weekends and public holidays.

Along with our Medicine Sachet System – compliance packaging system, we are also a specialised dispensing pharmacy with a small retail area. The team of 15 at Vivian Pharmacy includes 9 pharmacists (some full-time, some part-time) and 6 technicians. The pharmacy organises Clozapine dispensing and monitoring, Graseby pumps for palliative care patients – in our aseptic area, Thalidomide



behind the yellow wall on Vivian Street

95 Vivian Street, New Plymouth

Phone: 06-758 8263, Fax: 06-758 4895

info@vivianpharmacy.co.nz

www.vivianpharmacy.co.nz

dispensing and a wide range of special foods. Medico blister packaging will still be utilised for some medications, such as short course antibiotics and controlled drugs.

Rest Home and Care facility services

- Free daily delivery
- Collection of medications if there are changes
- Initial staff training
- Staff in-service training on regular basis
- Medicines information available on request – Medinfo leaflets
- Medicine Sachet System to package regular medicines
- Blister packaging for Controlled drugs, short course antibiotics and prn medications
- Signing sheets
- Up to date charts and documentation kept at the pharmacy
- Regular visits from the pharmacy team to gain feedback and discuss service
- Multi-disciplinary meetings attended by a pharmacist
- Installation of all required materials to ensure Medicine Sachet System runs smoothly, safely and effectively
- Seven day service and Pharmacist on call

Changing to the Medicine Sachet System

This new Medicine Sachet System is an exciting opportunity and we will endeavour to make the changeover as seamless as possible.

One of the team at Vivian Pharmacy will contact the care manager at the facility to arrange the expected date for the new system to be in place. This will be a date mutually agreed by both parties. Before the change can occur Vivian Pharmacy will require all of the facilities patients' medical charts to be audited and updated if necessary and then sent to the pharmacy, usually via fax. These will then be checked by two different team members to ensure all of the information is correct in our computer system.

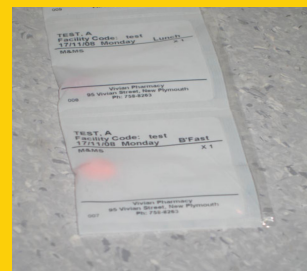
Once all of the data entry is completed, Vivian Pharmacy will

- Arrange to install the Perspex holders which will house the Medicine Sachet System rolls for each patient and make sure these are clearly and accurately labelled.



- Arrange the sessions for staff training and ensure that all systems are correctly in place at the facility. This will be arranged with the care manager to be done at a mutually agreed time. The training includes a process for checking each roll, distribution of medicines to the patients, documentation and storage.

- Package all medicines accurately and have them thoroughly checked by a pharmacist before delivery.
- Print signing sheets to go with the Medicine Sachet System.
- Deliver medicines to the facility leaving sufficient time for checking and accurate storage.



On-going support

In our research and endeavour to provide the best possible service and medication delivery system, it became abundantly clear that facilities desired and worked most effectively with a local pharmacy providing their pharmaceutical service.

Our relationships with our current facilities are extremely important to us and we strive to keep it professional as well as friendly and welcoming. We feel we go above and beyond the call of duty to make the "medications" part of the care-givers job as safe and simple as possible.

Robust systems are in place and we regularly encourage feedback and make adjustments where necessary. Pharmacists and technicians at Vivian Pharmacy have become valuable members of the whole care-giving team to the clients in facilities and the rapport we have with the staff at the facilities is what makes offering this service so satisfying. That is why we will continue to work with the staff at the facilities to nurture and grow this relationship for the benefit of the clients.

In Conclusion

The Medicine Sachet System we will provide for you is the way of the future for compliance packaging in pharmacy and we are excited to be the first in Taranaki to offer this. It has proven to be simple to use, extremely safe and a very time-saving product. The team at Vivian Pharmacy look forward to being able to provide you with an exceptional product and a superb service well in to the future.

