# PHARMACIST PROFESSIONAL SERVICES

Tier 3 - Advanced Applications

## EXPANDING BUSINESS OPPORTUNITIES THROUGH THE EXPANDED SCOPE OF PRACTICE

Pharmacists are committed to providing better patient care through expanded services. Budget and policy changes across provinces in recent years have been driving changes in the retail pharmacy model. It has allowed pharmacists to take on an expanded scope of practice, delivering services like injections, patient consultation, medication renewals and prescribing of some medications.

As the scope of pharmacists' practices expand to provide more services to help meet the demand for convenient, accessible, and cost-efficient healthcare services, it also introduces an important new revenue stream for pharmacy businesses which have seen a decline in traditional dispensing revenues.

## MONITORING PROFESSIONAL SERVICES BEING PERFORMED IN THE MARKETPLACE

**Pharmacist Professional Services** measures and monitors the professional services provided by pharmacists at the provincial level down to the pharmacy's trade area. It helps to uncover new opportunities to drive business by identifying areas where enhanced services can be offered, such as **enhancing persistency** with patient drug therapies and **strengthening customer loyalty.** 

Benefits of using the **Pharmacist Professional Services** module include:

- Improve your patients' adherence to their therapy
- Strengthen a customer's loyalty to your pharmacy
- Monitor your share of the services performed
- Evaluate the types of services being done in your community

#### **ANSWERING KEY BUSINESS QUESTIONS:**

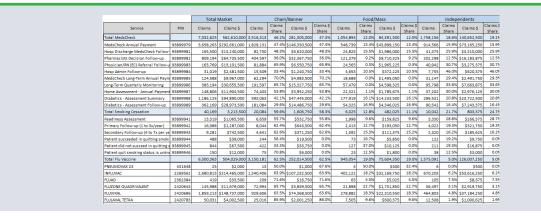
- 1. How many services are offered in my community?
- 2. Which services are driving my business?
- 3. How many patients are receiving these services (down to the individual service)?
- 4. Are there services performed outside of my pharmacy that I need to focus on?

### **PHARMACIST PROFESSIONAL SERVICES** PROVIDES VISIBILITY INTO THE NUMBER AND TYPES OF PAID PROFESSIONAL SERVICES OFFERED BY RETAIL PHARMACIES IN CANADA'S TWO MOST POPULATED PROVINCES: ONTARIO AND QUEBEC.

QUEBEC	ONTARIO
Emergency Prescribing Contraception	MedsCheck
Refusal to Fill	MedsCheck Follow Up
Renewal Prescription (packaged)	MedsCheck for Diabetes
Renewal Prescription (unpackaged)	MedsCheck for Diabetes Follow Up
Pharmaceutical Opinion	MedsCheck at Home
Transmission of Drug Profile	MedsCheck for Long-Term Resident
On Call Service	MedsCheck for Long-Term Resident Follow Up
Prescription Substitution	Pharmaceutical Opinion
Showing How to Administer Medication	Immunization (flu shots)
Prescribing Lab Work for Therapeutic Monitoring	Smoking Cessation - First Consultation
Prescribing for Minor Ailments	Smoking Cessation - Primary Follow Up
Prescribing a Medication when No Diagnosis Required	Smoking Cessation - Secondary Follow Up
Adjusting a Prescription	
Extending a Prescription	

By taking on these expanded roles, pharmacists are increasingly being recognized as the medication management experts of the healthcare team.

Reports delivered by our **Pharmacist Professional Services** help to identify areas where pharmacists can provide greater offerings in line with each type of funded service at the Provincial Level, down to the Trade Area of each individual pharmacy, and highlights the number of services and the value of each service.



HEALTH INDUSTRY INFORMATION SERVICES

View for illustrative purposes only.

#### **CONTACT US**

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