From: George Giannakopoulos
         CEO, Medscope Pty Ltd
Ph: 03 6223 8822
Email: George@medscope.com.au
Web: www.medscope.com.au

Regarding: **Medication Review Mentor™ (MRM™)**

HMR/RMMR Management System for Pharmacy

Medication Review Mentor is being implemented by number of pharmacies to centralise Home Medication Review workflow; allowing them to manage and direct referrals to accredited pharmacists. This means that with MRM, HMRs (and RMMRs) are properly managed, audited, never lost and are completed in a timely manner.

The Medication Review Mentor (MRM) application, as well as being a management system, has other innovative features such as:

- Pre-interview templates that can highlight issues that should be investigated when interviewing the patient (especially useful if the interviewer is not the accredited pharmacist).
- Auto-filled claim forms.
- A scheduler to help set interview appointments more efficiently. Save on travel time.
- Sophisticated decision support to help identify and QA HMR findings.
- A report writer to help produce consistent reviews that conform to the SOAP standard.

This means reviews that take less time to do.

A small saving in time has a significant effect on HMR/RMMR profitability. Each of the above MRM features will consistently save the accredited pharmacist and the pharmacy time.

Why standardised your HMR system

In business practice, process is paramount. Having systems that are managed, repeatable and auditable is essential to delivering consistent high quality (and scalable) services. MRM is the only commercially available tool that can be used as a HMR/RMMR management system for business.

MRM has been designed as a central business management system:

Process   MRM will help pharmacists follow a structured medication review process. Referrals won't be misplaced or forgotten. Faxes and paper copies won't be lost. Every Review will be managed and completed in a timely manner.

Quality control In-built decision support helps pharmacists identify and QA HMR issues. Pre-interview templates guide/streamline the pharmacist through the interview process, and suggest issues that may require further investigation. A single click reporting function ensures consistent GP friendly reports.

Training   The Continuing Professional Development (CPD) program provides pharmacists with PSA/AACP accredited skills development.

Easy deployment MRM is a web based product that will run on a standard Microsoft computer without requiring special software. You can buy a standard off-shelf computer and start using MRM straight away. No software installations.

Portable	Users can login into MRM on any computer that is connected to the internet.
Maintenance	Maintenance of core HMR data is centralised and managed by Medscope's support and maintenance team. Members don't need IT specialists to maintain the system.
Enterprise	Using MRM's enterprise capability, pharmacies can employ one accredited pharmacist to service referrals from many member stores. The enterprise platform allows multiple accounts to be linked and managed to a single *group* MRM account.
Growth	**Use of the Medscope HMR system results in consistent high quality HMRs that involve efficient use of staff and result in better care for customers**. There are significant opportunities for expansion of HMRs once a management system is in place.

Community Pharmacy members committed to HMRs will have to (at some point in time) implement a HMR system, either by purchasing MRM or developing their own managed system.

Changes in the 5th agreement may open the door for direct HMR referrals. Pharmacies that do not have established HMR processes in place may lose customers to contracted accredited pharmacists.

MRM features.

MRM is much more than a software tool. It's a HMR solution that provides:

- Management from referral to payment
  - Scheduling
  - Pre-interview analysis
  - Reports
  - Follow-up alerts

- Quality assurance
  - Decision support that is specific to medication reviews, drawing on the accumulated knowledge obtained from the assessment of thousands of medication reviews
  - In-built QA check points

- Efficiency
  - Multiple account data entry delegation
  - Tasks lists
  - Planning
  - Claim forms

- Consistency
  - Pre interview templates, report templates
  - Standard report wording using medically accepted SOAP terminology
- PSA/AACP accredited professional development.

Free Trial

Subscription to MRM is free

To see how MRM can streamline HMRs for your pharmacy, go to www.medscope.com.au and register by pressing the big orange button on the home page. Registration is free.

When you register you get access to all of the MRM features and **3 free credits which you can use to trial MRM with your HMRs.**

About Medscope

MRM is the an outcome of many years of research conducted at the University of Tasmania's School of Pharmacy under the guidance of Prof. Greg Peterson and Dr. Peter Tenni. In addition to their University roles, Greg and Peter are also directors of Medscope and have direct input into MRM's direction thus ensuring the product's continued relevance and longevity. Peter is a well respected accredited pharmacist and is the manager of the clinical division of Medscope.

MRM core development was completed in March 2009 and underwent extensive testing from April 2009 to its commercial release in February 2010. During that time 214 accredited pharmacists have tested the system, processing over 2000 cases.

For more information on Medscope and/or its management team see the *About Us* section on our web site www.medscope.com.au

In Conclusion

MRM is, without doubt, the best commercially available medication review system. No other system delivers in one package:

- Management
- Decision support
- Reporting
- Scheduling
- Pre-interview templates
- Pre-filled claim form
- PSA/AACP accredited CPD training

To discuss how MRM could be used in your pharmacy, please contact George.

George Giannakopoulos
CEO
Medscope Pty Ltd.
Email: george@medscope.com.au
Ph: 03 6223 8822