

Medscope MRM Version 2.12

A new set of useful features have been added to MRM for 2012. These have been designed to assist pharmacists meet Medicare's HMR compliance rules, particularly those that relate to the new HMR Direct referral process.

New HMR Process Compliance Features.

New patient consent form (Direct HMR referrals).

When printing the HMR claim form (typically before the HMR interview so it can be given to the patient to sign) MRM includes a [Home Medicines Review \(HMR\) Consumer Consent](#) form that requests patient's permission to gain access to their pharmacy dispensing history and documents the patient's preferred interview location. This is particularly important if the HMR interview is conducted somewhere other than the patient's home this aspect of the consent process is not covered in the existing claim form.



Click on a r

Related MRM functionality.

- Recording patient consent.

The Interview Completed screen has been updated to enable the pharmacist to record if patient consent was gained to access their dispensing history, and to send a copy of the report to the pharmacy. In the next release of MRM, an audit report will be available for every case that will use these values to demonstrate compliance should Medicare ask.



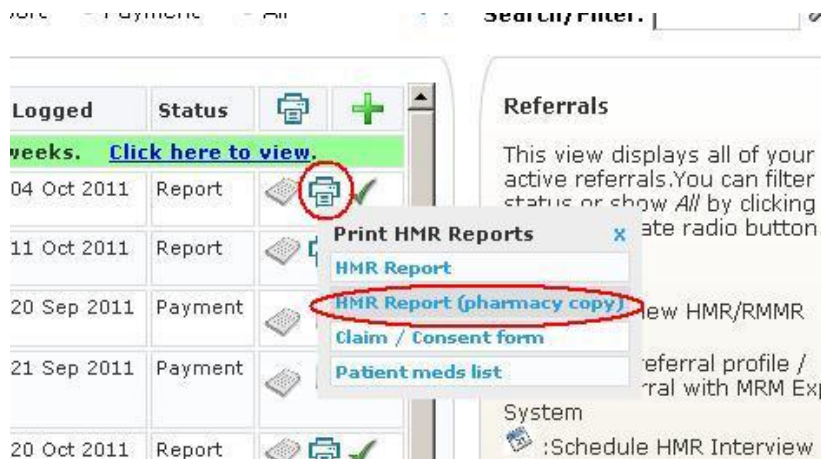
MRM Home	Referrals	Calendar	Address Book	Archive	Statistics	Tools
Interview Completed.						
Patient		ARMSTRONG Louis (BP)				
Age	76	Gender	Male			
Address	Bollywood drive					
Suburb	Hobart					
Consent to access pharmacy dispensing history was		<input type="radio"/> Not obtained <input type="radio"/> Obtained				
Consent to send copy of report to pharmacy was		<input type="radio"/> Not obtained <input type="radio"/> Obtained				
Interview notes (For pharmacist's reference only. Will not appear on the report)						
						<input type="button" value="Cancel"/> <input type="button" value="Save"/>

- Request dispense history.

MRM will block requests for patient's dispense history if consent was not received.

Med. History	Observations	Pathology	Medications	Allergies	Notes
Add Drug <input type="text"/>					
Action	Medication	Administration	Daily Dose	Duration	
<input type="button" value="Request dispense history"/>					

- Printing Pharmacy copy of HMR report (Direct HMR referrals).
MRM will block attempts to print the pharmacy's copy of the HMR report if patient consent was not received.



HMR interview location (other than patient's home)

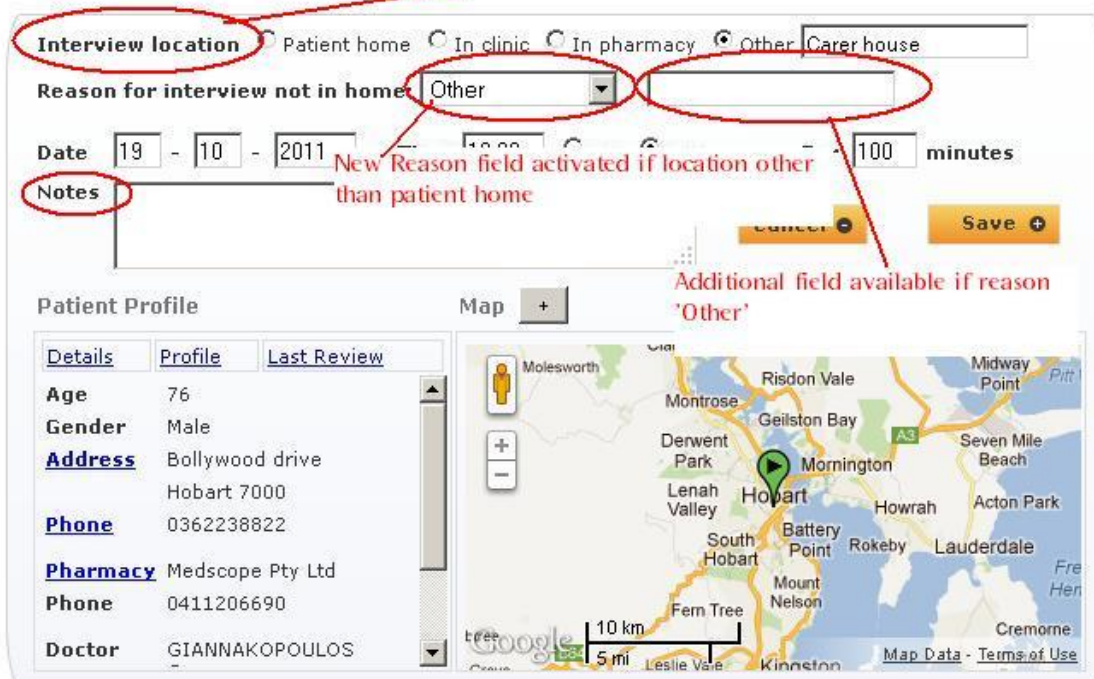
The HMR interview is usually conducted at the patient's home, but the patient may request to be interviewed at another location. Functionality has been added to MRM to accommodate the various interview location options available to patients.

Scheduling the HMR Interview - Interview location

The Schedule interview screen has been updated to allow for the recording of HMR interview location other than the patient's home. If not *Patient home*, the pharmacist must record the patient's reason for the opted location. To ensure correct compliance, it is important that Interview location be documented correctly.



Schedule interview for: ARMSTI Expanded interview location options



Related MRM functionality

- Schedule Preferences.

The Schedule preferences have been expanded to allow for default setting of HMR interview location.

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MRM Home Referrals Calendar Address Book Archive Statistics Tools **My Account** Medscope CPD

My Account Preferences

Javascript Tree Menu

- My Account
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 - Export Your Data
 - Pop Fax Messages
 - HMRAlert
 - Rule Moderation

Scheduling Preferences

Default interview location Patient home In Clinic In pharmacy Other

Default Location:

Default interview time minutes

Notify GP of Scheduled HMR Interviews (only applies to HMRs)

Enable Auto Notification Yes No An email will be automatically sent to GPs every Monday morning listing HMR interviews scheduled for their patients in the previous week

Send copy to me

Patient SMS Interview Reminder

Send SMS notification day(s) before scheduled day. Zero disables SMS notifications

Note SMS will only be sent if a valid mobile number is provided for patient phone number.
Note SMS sent out at 8:00 am on relevant day

Save +

- Patient Consent form.

As mention above (*New Patient consent form*) the patient's request for an interview location other than Patient's home should be documented and kept in your files. The consent form forms part of your auditing and compliance requirements.

Recording the date the HMR/RMMR report was sent to the GP.

To comply with the RMMR process rules, the date the final report is sent to the GP needs to be recorded (and appears on the RMMR claim form). As a contribution to good practice, Medscope have set up a mechanism where this is recorded for both HMRs and RMMRs. MRM provides three new mechanisms for logging the report sent date.

- HMR Report Completed screen has been updated to include the ability to record the date the report is sent to the GP. This field is optional.

HMR Report Completed. Applies to the RMMR Report Completed screen

Patient: **ARMSTRONG Louis (BP)**
Age: 76 Gender: Male
Address: Bollywood drive
Suburb: Hobart

Date sent to GP: DD - MM - YYYY
Follow-up date: 11 - 01 - 2013

Report file: [] Browse...

Follow-Up notes:

Cancel Save

- Patient profile Notes screen.
The Notes tab of the patient profile screen now includes the ability to record (and display if previously set) the *date report sent to GP*. The date sent field can be updated even after a case has been archived – allowing for backward compatibility for cases entered prior to version 2.12.

MRM Home Referrals Calendar Address Book Archive Statistics Tools My Account Medscope CPD

HMRDirect Patient: **ARMSTRONG Louis (BP)** Checked (printed referral)

Patient Gender: Male Female
Mark as urgent

Patient Date of Birth: 22 - 05 - 1935 Age: 76 years old
Date of Review: 19 - 10 - 2011 Conducted: 84 days ago

16 Possible issues identified
0 selected 2 added

- Corticosteroid use
Mr Armstrong is taking corticosteroids which may be long term. There may be benefit in the addition of calcium and vitamin D to ameliorate the development of osteoporosis.
- Antibiotic therapy
Mr Armstrong is taking antibiotics which may be long term. Antibiotic therapy should be reviewed in all patients on long-term therapy to ensure an ongoing indication.
- Elevated ALT

Med. History Observations Pathology Medications Allergies **Notes**

Pre-interview
Interview

Date report sent to GP: 10 - 01 - 2012

GP feedback

Cancel Submit Next

- Batching Report sent to GP
Instead of setting the *date sent* on a report by report basis, a batch tool has been included that allows the pharmacist to set the sent date for multiple reports in one action.

MRM Home Referrals Calendar Address Book Archive Statistics Tools My Account Meds

Report Sent To GP,

1. Select Reports Sent To GP from TOOLS menu

Referrals Received from GP
Reports Sent To GP

Date sent: 11 - 01 - 2012

Search/Filter: []

2. Specify the date sent that will apply to selected referrals

3. Select referrals

4. Click button to update

Mark as Sent

Patient	Type	Doctor	Completed	Sent
INDIRECT George	HMR	S Key A	03 Nov 2011	<input checked="" type="checkbox"/>
FITZGERALD Ella	HMR: Direct Referral	HIPPOCRATES Key A	10 Jan 2012	<input checked="" type="checkbox"/>

Note, only referrals with no specified date sent value are displayed in list

Date Report Sent To
Specify the Date Sent which reports were sent date.
Note: This screen will only display referrals where the date has been completed.
RMMRs that have been sent after 1st October 2011 require the date that the report was sent to the Doctor. This information is required to complete the claim form
HMRs. Even though they do not require date sent information, it allows pharmacists to audit for auditing purposes.
The date can be modified for individual cases via the case profile.

New RMMR Process Compliance Features

Changes to the RMMR process now require RMMR referrals be (in most cases) collaborative. To assist in the management and documentation of collaborative RMMRs, MRM has introduced new tools for the RMMR pharmacist.

MRM generated collaborative RMMR referrals

To streamline the RMMR referral process for both pharmacist and GP, collaborative referrals for RMMR patients can be generated automatically within MRM. The referrals can then be sent to the GP for review. If the GP deems the review meets the Medicare rules, they can sign the referral and return to the pharmacist with any relevant clinical details.

11	Report	[Icons]	[Menu]
11	Report	[Icons]	[Menu]
11	Interview	[Icons]	[Menu]
11	Report	[Icons]	[Menu]
12	Report	[Icons]	[Menu]
12	Payment	[Icons]	[Menu]

Generate RMMR collaborative referral within MRM from the print menu

Print RMMR Reports

- RMMR Report
- Resident profile
- Patient meds list
- RMMR Claim form
- GP Collaborative Invitation (selected patient)**
- GP Collaborative Invitation (all GP's patients)**

Selected patient – prints a referral request for the selected patient.

All GP's patients – MRM scans the RMMR list for patients belonging to the same GP as the selected patient. MRM then generates a single letter to the GP, with individual referrals attached for each patient.


Sample [MRM generated request for GP collaborative RMMR referral.](#)

Document referrals received.

It is important that pharmacists log the steps taken for every action of the HMR/RMMR process for auditing purposes. MRM has included a new field in the RMMR patient's profile screen that enables the pharmacist to log that a referral was received for the patient – date collaborative referral received.

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MRM Home Referrals Calendar Address Book Archive Statistics Tools My Account

RMMR Patient: FITZGERALD Ella  Collaborative/Date:

Patient Gender: Male Female
Mark as urgent

Patient Date of Birth: 01 - 02 - 1967
Age: 44 years old

Date of Review: 05 - 06 - 2011
Conducted: 222 days ago

Med. History Observations Pathology Medications Allergies Notes

Add Medical Condition * indicates condition not recorded on GP's clinical record.

Action	Medical Condition	Status	Additional Information
X	diabetes mellitus	Ongoing	

Instructions the fields or here.
The informat specific to th

Referral received batch tool

In most cases pharmacists receive referrals in batches. Rather than set the referral received date case by case, MRM has included a *Referrals Received from GP* tool that allows the pharmacist to set this date for multiple RMMRs in a single click.

MRM Home Referrals Calendar Address Book Archive Statistics Tools My Account Medication

1. Select batch tool from menu

RMMR Referrals Received From GP.

Referrals Received From GP Reports Sent To GP

Date received: 11 - 01 - 2012 Search/Filter:

2. Set referral received date that will apply to all selected RMMRs

3. Select which RMMRs the referral received date applies to

4. Click the button to set referral received date

Mark as Received

Patient	Referral	Doctor	Received
GIANNAKOPOULOSA GeorgeA	RMMR: Acme aged care	HIPPOCRATES Kev A	<input checked="" type="checkbox"/>
FITZGERALD Ella		HIPPOCRATES Kev	<input checked="" type="checkbox"/>

Referrals Received
Log the date the RMI received from the GP
The new Medicare ru (effective 01 October all RMMRs be collabo exceptional circumst: case the pharmacist a *Pharmacists Only A* from Medicate prior t interview.

abi
ba
ma
process the referrals

In the next release of MRM, an audit report will be available for every case that will use these values to demonstrate compliance should Medicare ask.

Streamlining the RMMR process

To streamline the RMMR process, Medscope suggests (for each facility):

- Enter each resident patient into MRM as a pending RMMR.
- Generate requests for collaborative RMMR referrals to patients' GPs. Chose *all GP's patients* as described above.
- Document referrals accepted as described above.
- Remove patients without referrals from MRM.
- Complete RMMR reports for patients with referrals.

New Report Enhancement Features

The following new features have been included to facilitate the HMR/RMMR report generation process.

New Medication management (General Comments).

The most significant enhancement on the Report front is the inclusion of a general comment section, enabling the pharmacist to outline the general status of the patient's medication management regimen.

Home Medication Review Report and Management Plan

Patient:	Louis (BP) Armstrong Bollywood drive Hobart 7000	DOB	22 May 1935
		Phone	0362238822
Doctor	Dr. George Giannakopoulos (Ph:03 6228 3234 Fax:0362084062)		
Contact Pharmacist	George Giannakopoulos (Ph: 0411206690 email: george@medscope.com.au)		
Date of Interview	19/Oct/2011	Suggested Next Review	19 Oct 2012
Community Pharmacy	Medscope Pty Ltd (Ph: 0411206690 Fax:)		

General Comments

Medication Adherence

Mr Armstrong has difficulty complying with the current medication regimen. Some of the recommendations made in the report below are made in an attempt to simplify the regimen.

Medication Understanding

Mr Armstrong demonstrated a good understanding of the medication regimen and the uses and effects of the medication.

Medication Administration

All medications are taken from original packaging.

Issues and Recommendations

Elevated ALT

Mr Armstrong is taking a statin and has an elevated ALT level. Statins may cause hepatotoxicity- monitor ALT and discontinue if persistently > 3 times normal.

Management Plan

(to be completed by GP)

General comments are listed above the *Issues and Recommendations* section of the Report and Draft Management Plan.

Including General Comments in the report

Medication management in terms of adherence, understanding and administration are recorded in a patient's profile as observations.

MRM Home Referrals Calendar Address Book Archive Statistics Tools My

HMRDirect Patient: ARMSTRONG Louis (BP) Checked (printed referral)

Patient Gender: Male Female
Mark as urgent

Patient Date of Birth: 22 - 05 - 1935
Age: 76 years old

Date of Review: 19 - 10 - 2011
Conducted: 84 days ago

Med. History Observations Pathology Medications Allergies Notes

Add Observation: - Select -

Action	Observation	Date
<input type="checkbox"/>	Temperature	23 May 2010
<input type="checkbox"/>	Weight	23 May 2010
<input type="checkbox"/>	Blood pressure (Diastolic)	01 May 2010
<input type="checkbox"/>	Blood pressure (Diastolic)	01 May 2010
<input type="checkbox"/>	Blood pressure (Diastolic)	01 May 2010
<input type="checkbox"/>	Blood pressure	

The Medication management options for adherence, understanding and administration are specified individually.

Med. History Observations Pathology Medications Allergies Notes

Add Observation: Medication management

Date: 19 - 10 - 2011
In DD-MM-YYYY format

Adherence: Poor

Understanding: Poor

Administration: - Select -
Poor
Good

Cancel Save

Save

Date of observation. Typically date of interview

Select observation for each from list

Suggested MRM issues include General Comments (marked in blue). The comment text depends upon the value of each observation (*Adherence, Understanding and Administration*).

In this example 15 possible issues detected by MRM for the case, including 3 General Comment issues (marked in blue)

Selected issues in blue appear in the *General Comments* section of HMR/RMMR reports, whereas the issues in beige appear in the report's issues and recommendation section

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ral) **15 Possible issues identified**
4 selected 2 added

ALT and discontinue if persistently > 3 times normal.

Diabetes

Although diet control can be used for type 2 diabetes, it is more usual to utilise oral hypoglycaemics and/or metformin. A review of current blood sugar levels is recommended to assess if diet control alone is still appropriate.

Medication Adherence

Mr Armstrong has difficulty complying with the current medication regimen. Some of the recommendations made in the

Medication Administration

All oral tablet and capsule medications for Mr Armstrong are packed in a dose administration aid. Medication seems to be well managed in this way.

Medication Understanding

Add New Issue To List +

Next

My Account Medscope CPD

ral) **15 Possible issues identified**
4 selected 2 added

Medication Adherence

Mr Armstrong has difficulty complying with the current medication regimen. Some of the recommendations made in the report below are made in an attempt to simplify the regimen.

Medication Administration

All oral tablet and capsule medications for Mr Armstrong are packed in a dose administration aid. Medication seems to be well managed in this way.

Medication Understanding

Add New Issue To List +

Like other issues, select to include in the report.

Next

Customising General Comment text

Like any other MRM issue, pharmacists can customize the general comment text for each adherence, administration and understanding issue.

The screenshot displays the Medscope CPD interface. At the top, there are navigation links: "About Us", "Contact Us", and "Logout". Below this, a header bar contains "My Account" and "Medscope CPD".

The main content area shows "15 Possible issues identified" with "4 selected" and "2 added". A list of issues is displayed, including "Medication Adherence" and "Medication Administration". The "Medication Adherence" issue is selected, and its custom text is visible: "Mr Armstrong has difficulty complying with the current medication regimen. Some of the recommendations made in the report below are made in an attempt to simplify the regimen." A red circle highlights the edit icon (a pencil) next to this issue, with a red arrow pointing to it and the text "1. Click edit icon to edit text".

The "Edit Issue Text" dialog box is open, showing the "Issue" field set to "Medication Adherence". The text area contains the custom text: "Mr Armstrong has difficulty complying with the current medication regimen. Some of the recommendations made in the report below are made in an attempt to simplify the regimen." A red arrow points to this text with the annotation "2. Edit text to your wording".

At the bottom of the dialog, there is a checkbox labeled "Apply every time issue is detected" which is checked. A red arrow points to this checkbox with the annotation "3. To apply new wording in all instances tick checkbox, otherwise custom wording only applies to current case." Below the dialog are "Cancel" and "Save" buttons. A red circle highlights the "Save" button, with a red arrow pointing to it and the text "4. Save".

At the bottom of the main interface, there is an "Add New Issue To List +" button and a large green "Next" button.

In the above example the custom text for Medication adherence will apply to each case where the patient is observed to exhibit poor medication adherence.

New/Edit issues text area increased.

The space available to add details of new issues (not detected by MRM) has been increased. This also applies to the area available to edit the wording of any MRM suggested issue. In Firefox and Chrome, the area can be further enlarged by click-and-dragging the bottom-right corner.

Navigation: [Referrals](#) [Calendar](#) [Address Book](#) [Archive](#) [Statistics](#) [Tools](#) [My Account](#) [Medscope CPD](#)

Patient: **ARMSTRONG Louis (BP)** **Checked (printed referral)** **16 Possible issues identified**
0 selected 2 added

Mr **ARMSTRONG Louis** **Female**

Patient Date of Birth 22 - 05 - 1935 **Age:** 76 years old
Date of Review 19 - 10 - 2011 **Conducted:** 84 days ago

Observations | Pathology | Medications | Allergies | Notes

Diagnosis * indicates condition not recorded on GP's clinical record.

Condition	Status	Additional Information
of liver	Ongoing	
ck	Ongoing	
mellitus	Ongoing	
	Ongoing	
sion	Ongoing	
dia	Ongoing	
tarism	Ongoing	

Add New Issue

Issue

Expanded text area for detailing new issues

In Firefox and Chrome, click/drag text corner to further enlarge text box

Issue will be reviewed by clinical team before being added to database.

Include interview notes in report

For pharmacists who like to include interview notes in their report, a preference setting has been added that instructs MRM to do so.

Navigation: [MRM Home](#) [Referrals](#) [Calendar](#) [Address Book](#) [Archive](#) [Statistics](#) [Tools](#) [My Account](#) [Medscope CPD](#)

My Account Preferences

Javascript Tree Menu

- My Account**
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 - Invoicing (Pharmacies)
 - Alerts
 - Rule Management
 - Data Entry Accounts
 - Export Your Data
 - Pop Fax Messages
 - HMRAlert
 - Rule Moderation

Report Preferences

Default report type HMR (in-direct) HMR (direct) RMMR

Default pharmacy

Include in report Allergies Medical History Pathology Interview Notes

List drugs by Brand Generic name Both (Generic and brand)

Order drugs in report alphabetically

GP to return feedback to Accredited pharmacist Pharmacy Both pharmacist and pharmacy

Personalise issues (replace *patient* with patient name) Yes No

Claim Form Reference Numbers - now set in new [Claiming preference](#) section

Control the order in which medication are listed in reports

By default, MRM lists PRN drugs (in the report and interview sheet) before non-PRN medication, and orders each alphabetically thereafter. An option has been added in the preferences to order all drugs alphabetically – and not group by PRN / non-PRN.

The screenshot shows the 'My Account Preferences' page. The navigation menu on the left includes 'My Account', 'Preferences', 'My details', 'Schedule', 'Report', 'Logo / Signature', 'Claiming (Medicare)', 'Invoicing (Pharmacies)', 'Alerts', 'Rule Management', 'Data Entry Accounts', 'Export Your Data', 'Pop Fax Messages', 'HMRAlert', and 'Rule Moderation'. The 'Report Preferences' section contains the following settings:

- Default report type: HMR (in-direct) HMR (direct) RMMR
- Default pharmacy: Augusta Road
- Include in report: Allergies Medical History Pathology Interview Notes
- List drugs by: Brand Generic name Both (Generic and brand)
- Order drugs in report alphabetically
- GP to return feedback to: Accredited pharmacist Pharmacy Both pharmacist and pharmacy
- Personalise issues (replace *patient* with patient name): Yes No

At the bottom, there is a section for 'Claim Form Reference Numbers - now set in new [Claiming preference](#) section' and a 'Save' button.

Weekly GP HMR Activity Report

Medication Reviews (HMRs and RMMRs) are a collaborative exercise involving GP and pharmacist to better the patient's health. It is important, therefore, to include the GP in the process. MRM V2.12 will automatically fax weekly HMR activity statements to relevant GPs every Monday morning that details how many HMRs were issued by the GP in the previous 7 days, how many of those have been scheduled for interview (and when) and how many reports were completed (for the GPs patients). This information:

- Allows the GP to detect referrals that may have been missed.
- Allows the GP to track progress of HMRs for their patients.
- Allows the GP to gauge the number of referrals they have been issuing.
- Assists the GP to manage their HMR review with the patient – knowing which reports have been completed and will soon be received.
- Complies with the Specific Guidelines that require accredited pharmacist to inform the GP of the date and time of interview
- Builds better relationships with the GP

[Sample GP weekly HMR activity report.](#)

- One report is sent to each GP. A report is only sent if there has been *activity* in the previous 7 days.

Note: Activity reports are faxed (or emailed if fax number has not been set). Please ensure that the GP fax and email details in the MRM address book are set correctly.

Activating weekly GP HMR activity reports

By default the setting for sending weekly activity statements is disabled – i.e. no reports are sent. To activate this feature the *Notify GP of Scheduled HMR Interviews* setting in the schedule preferences must be set.

1. Preferences are located under the Tools tab

2. Select the Schedule preferences

3. Activate the weekly report and CC a copy to yourself if you wish

4. Save updated settings

My Account Preferences

My Account

- Preferences
- My details
- Schedule
- Report
- Logo / Signature
- Claiming (Medicare)
- Invoicing (Pharmacies)
- Alerts
- Rule Management
- Data Entry Accounts
- Export Your Data
- Pop Fax Messages
- HMRAlert
- Rule Moderation

Scheduling Preferences

Interview location: Patient home In Clinic In pharmacy Other

Default interview time: minutes

Notify GP of Scheduled HMR Interviews (only applies to HMRs)

Enable Auto Notification: Yes No

Send copy to me

An email will be automatically sent to GPs every Monday morning listing HMR interviews scheduled for their patients in the previous week

Patient SMS Interview Reminder

Send SMS notification: day(s) before

Note SMS will only be sent if a valid mobile number is provided for patient phone number.
Note SMS sent out at 8:00 am on relevant day

Save

Miscellaneous features

Printer friendly version of referral list

A hardcopy of the active referral list can be printed by clicking on the print icon as shown below. The printed list will match the displayed list, taking into account any filter settings and/or search criteria.

Medication Review Mentor

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MRM Home Referrals Calendar Address Book Archive Statistics Tools My Account Medscope CPD

Referrals 7 matches found

New Schedule Interview Report Payment All 62 credit(s)

Search/Filter: medscope

Filter settings

Patient	Pharmacy/Facility	Doctor	Logged	Status		
You have 12 follow-up referrals due in the next 7 weeks. Click here to view.						
DIRECT Rengin	HMR Direct Referral	HIPPOCRATES Kev A	20 Sep 2011	Payment		
INDIRECT George	HMR Data Import Pharmacy	HIPPOCRATES Kev A	21 Sep 2011	Payment		
FITZGERALD Ella	RMMR Unknown	HIPPOCRATES Kev	20 Oct 2011	Report		
HENRY Brian	HMR Direct Referral	HIPPOCRATES Kev A	03 Nov 2011	Interview		
GIANNAKOPOULOSA GeorgeA	RMMR Acme aged care	HIPPOCRATES Kev A	11 Nov 2011	Report		
FITZGERALD Ella	HMR Medscope Community Pharmacy	HIPPOCRATES Kev	07 Jan 2012	Report		
FITZGERALD Ella	HMR Direct Referral	HIPPOCRATES Kev A	10 Jan 2012	Payment		

Referrals Search criteria

Print active referral list as displayed

Legend

- : Create new HMR/RMMR referral
- : Patient referral profile / Analyse referral with MRM Expert System
- : Schedule HMR Interview
- : Delete referral (credit returned)
- : Undo or reschedule interview
- : Analyse referral for interview
- : Print menu(forms, reports)
- : Interview / Report completed. Move to next stage.
- : Payment received. Archive case.

Click on a row to see the referral's details, or click on to see these instructions.

For more information:

Website: www.medscope.com.au
MRM reviews www.medscope.com.au/yoursay
Email: enquiries@medscope.com.au
Support: support@medscope.com.au
Phone: 03 6223 8822

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