



A key component in evaluating the success and benefits of patient medical homes involves collecting stories of health care change from doctors, patients, and allied care providers. These stories take readers on a journey toward understanding how patient medical homes are improving care around the province.

Change Snapshot: How having a pharmacist in practice improved relationships and communication between patients, providers and pharmacists.

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Positive Feedback for Pharmacist and Physicians Collaborating in a Practice

I'm an office manager for a multi provider clinic. My role in the patient medical home initiative was to facilitate between physicians, pharmacists and patients for the pharmacist in practice. I booked appointments and explained the process of a medication review.

Our clinic chose to focus on patients with ten or more prescriptions. Once that was complete, we moved to patients with five to nine prescriptions. We started this project six months ago. We generally book the pharmacist to be here all day booking with 1 provider in the morning and 1 provider in the afternoon. Five of the seven physicians in our clinic are currently part of this project and we usually do these medication review appointments with the pharmacist once a month.

Prior to this, we didn't have much interaction with the pharmacies. There wasn't any interaction with patients for a medication review we would receive a note from the pharmacist if the patient had seen them for a medication review. Now the pharmacist comes into the office and speaks 1 on 1 with the patient and then as a group with the patient and their provider about the best approach for a patient's health, financial, and medication needs.

The most significant change since having a pharmacist in practice is the improved relationship and communication between patients, providers and pharmacists. Most patients are very satisfied with their visit, happy to have had the extra time with both the doctor and the provider. It's good to see our patients satisfied and happy with their care. Our patient evaluations have all come back with positive feedback.