HMR
CONSULTANTS AUSTRALIA

RECEPTION AND NURSING

What to say when a patient asks

3 sentences, then hand them the leaflet. Nobody at your practice needs to explain the program, and nobody needs to answer a clinical question. If it goes further than this, give them our number.

The 20 second version

> *"It's a free visit from a pharmacist who comes to your home and goes through all your medicines with you. They write to the doctor afterwards. It costs nothing and it takes about an hour."*

If they say yes

Nothing else is needed from you. Put a note on the file for the GP, or add them to the list at the next eligibility search. We do the contacting, the consent and the booking.

The 4 questions you will actually get

THEY ASK	YOU SAY
Do I have to pay?	No. Nothing at all, and there is no gap.
Is someone coming to my house?	Yes, a pharmacist, at a time you agree. They will ring first and they will say the practice name.
Will they change my medicines?	No. They write to your doctor and your doctor decides.
Is this a scam?	No. They will never ask for bank details or payment. If you are ever unsure, ring us and check.

A paragraph for your practice website

Copy and paste. Edit the practice name.

Home Medicines Reviews. If you take several regular medicines, have recently come out of hospital, or see more than 1 doctor who prescribes for you, our GPs can arrange for an accredited pharmacist to visit you at home. They go through everything you take, including anything you buy yourself, and write back to your doctor. It is funded by Medicare, so there is no cost to you. Ask at reception or mention it at your next appointment.