

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.

Service	PIN	Total Market			Chain/Banner			Food/Mass			Independents				
		Claims	Claims \$	Claims \$ Share	Claims	Claims \$	Claims \$ Share	Claims	Claims \$	Claims \$ Share	Claims	Claims \$	Claims \$ Share		
Total MedsCheck		7,032,625	\$62,610,000	3,516,313	46.2%	\$1,305,000	47.3%	1,054,894	12.0%	\$4,391,500	12.0%	1,758,156	18.6%	\$40,652,500	19.2%
MedsCheck Annual Payment	93899979	3,658,263	\$292,661,000	1,829,131	47.4%	\$146,330,500	47.4%	548,739	13.4%	\$43,899,150	13.4%	914,566	15.9%	\$73,165,250	15.9%
Hosp Discharge MedsCheck Follow Up	93899981	165,500	\$13,240,000	82,750	48.3%	\$6,620,000	48.3%	24,825	15.5%	\$1,986,000	15.5%	41,375	25.9%	\$3,100,000	25.9%
Pharmacists Decision Follow-up	93899982	809,194	\$64,735,500	404,597	36.0%	\$32,367,750	36.0%	121,378	9.2%	\$9,710,325	9.2%	202,288	12.5%	\$16,383,875	12.5%
Physician/RN (EC) Referral Follow-up	93899983	163,769	\$13,101,500	81,884	65.9%	\$6,550,750	65.9%	24,565	0.3%	\$1,965,225	0.3%	40,942	30.7%	\$3,275,375	30.7%
Hosp Admin Follow-up	93899984	31,019	\$2,481,500	15,509	33.4%	\$1,240,750	33.4%	4,653	10.5%	\$372,225	10.5%	7,755	46.0%	\$620,375	46.0%
MedsCheck Long-Term Annual Paym	93899985	124,588	\$9,967,000	62,294	70.0%	\$4,983,500	70.1%	18,688	0.0%	\$1,495,050	0.0%	31,147	29.4%	\$2,491,750	29.3%
Long-Term Quarterly Monitoring	93899986	383,194	\$30,655,500	191,597	65.7%	\$15,327,750	65.7%	57,479	0.0%	\$4,598,325	0.0%	95,798	33.6%	\$7,663,875	33.6%
Home Assessment - Annual Payment	93899987	148,806	\$11,904,500	74,403	53.8%	\$5,952,250	53.8%	22,321	1.1%	\$1,789,675	1.1%	37,262	30.0%	\$2,976,125	30.0%
Diabetics - Assessment Summary	93899988	1,186,125	\$94,890,000	593,063	42.1%	\$47,445,000	42.1%	177,919	16.1%	\$14,235,500	16.1%	296,531	20.8%	\$33,722,500	20.8%
Diabetics - Assessment Follow-up	93899989	362,169	\$28,973,500	181,084	29.6%	\$14,486,750	29.6%	54,325	16.9%	\$4,346,025	16.9%	90,542	16.4%	\$7,243,375	16.4%
Total Smoking Cessation		40,169	\$3,213,500	20,084	59.6%	\$1,606,750	58.3%	6,025	12.8%	\$482,025	11.1%	10,042	21.7%	\$803,375	24.7%
Readiness Assessment	93899941	13,319	\$1,065,500	6,659	55.7%	\$532,750	55.8%	1,998	9.6%	\$159,825	9.6%	3,330	28.8%	\$266,375	28.7%
Primary Follow-up (1 to 3x/year)	93899942	16,088	\$1,287,000	8,044	62.4%	\$643,500	62.4%	2,413	12.7%	\$193,050	12.7%	4,022	19.3%	\$321,750	19.3%
Secondary Follow-up (4 to 7x per year)	93899943	9,281	\$742,500	4,641	62.8%	\$371,250	62.8%	1,392	15.3%	\$111,375	15.2%	2,320	16.2%	\$185,625	16.2%
Patient succeeded in quitting smok	93899944	488	\$39,000	244	50.4%	\$19,500	0.0%	73	16.7%	\$5,850	0.0%	122	19.2%	\$9,750	0.0%
Patient did not succeed in quitting	93899945	844	\$67,500	422	33.3%	\$33,750	0.0%	127	37.0%	\$10,125	0.0%	211	19.3%	\$16,875	0.0%
Patient quit smoking status is unk	93899946	150	\$12,000	75	70.8%	\$6,000	0.0%	23	12.5%	\$1,800	0.0%	38	12.5%	\$3,000	0.0%
Total Flu Vaccine		6,300,363	\$04,029,000	3,150,181	62.5%	\$2,014,500	62.5%	945,054	19.0%	\$75,604,350	19.0%	1,575,091	5.0%	\$26,007,250	5.0%
PNEUMOVAX 23	431648	25	\$2,000	13	50.0%	\$1,000	67.6%	4	50.0%	\$300	32.4%	6	0.0%	\$500	0.0%
INFLUVAC	2269562	2,680,813	\$214,465,000	1,340,406	63.9%	\$107,232,500	63.9%	402,122	18.2%	\$32,169,750	18.2%	670,209	6.2%	\$53,616,250	6.2%
FLUAD	2362384	439	\$35,500	209	71.6%	\$16,750	71.6%	85	4.5%	\$3,025	4.5%	105	7.5%	\$8,375	7.5%
FLUCELVAX QUADRIVALENT	24210643	145,988	\$11,679,000	72,894	65.7%	\$5,839,500	65.7%	21,898	22.7%	\$1,715,850	22.7%	36,497	3.1%	\$2,919,750	3.1%
FLUVIRAL	2420866	1,859,213	\$148,737,000	929,606	63.5%	\$74,368,500	63.6%	278,882	18.3%	\$22,310,550	18.3%	464,803	4.8%	\$37,884,250	4.8%
FLUWAL TETRA	2420783	50,831	\$4,002,500	25,016	85.9%	\$2,001,250	86.0%	7,505	9.6%	\$600,375	9.6%	12,508	1.9%	\$1,000,625	1.9%

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