

Medication Management Service Model



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Health In Action

Patients in the community

Usual follow-up interval at public outpatient clinic
12 -16 weeks, often longer.



Most patients
spend
99%
of time in the
community.

HK Chinese Patients
32.6%¹

**POOR Medication
Adherence**

1 in every 15²

**AED admissions was
caused by
DRUG-RELATED
PROBLEMS**

1. PLoS One. 2013 Apr 25;8(4):e62775.
2. Wong, K. C. Drug-related problems (DRPs) in emergency department (ED) visits and the impact of the pharmacist-initiated analgesia pathway (PIAP) intervention for adult patients of a teaching hospital of Hong Kong. (Thesis). University of Hong Kong, (<https://hub.hku.hk/handle/10722/279796>)

醫護行者 x 香港大學藥理及藥劑系

English

藥你同行

社區藥物管理服務

Primary Care Medication Management Service

相信不少長期服藥人士和照顧者，面對各種藥物時都會偶爾感到無從入手，亦會擔心藥物的副作用。有見及此，醫護行者現提供專業的藥物管理服務，藥劑師通過指導和跟進服藥人士和他們的照顧者，幫助他們更全面掌握藥物治療及健康狀況。正所謂「一步佳，步步佳」，藥劑師與服藥人士及其照顧者同行，攜手應對藥物問題，以改善藥療效果，重掌健康話事權。



藥劑師助您知藥用藥
穩步掌握健康自主權



知多啲
安心啲
健康啲

<https://www.pcpc.hku.hk/mms>

Service Provider



醫護行者 Health In Action

Co-organiser



HKU
Med

LKS Faculty of Medicine
Department of Pharmacology
& Pharmacy
香港大學藥理及藥劑學系

Strategic Partner and Sponsor



嘉里集團
KERRY GROUP



Medication Management Service (MMS)

A collective term of patient-centred, pharmacist-provided services that focus on

- ▣ Appropriateness of medication use
- ▣ Effectiveness
- ▣ Safety
- ▣ Adherence

Objectives

- ▣ To provide access to MMS
- ▣ To empower patients with chronic disease(s) and their caregivers in self-management

Who are we serving?

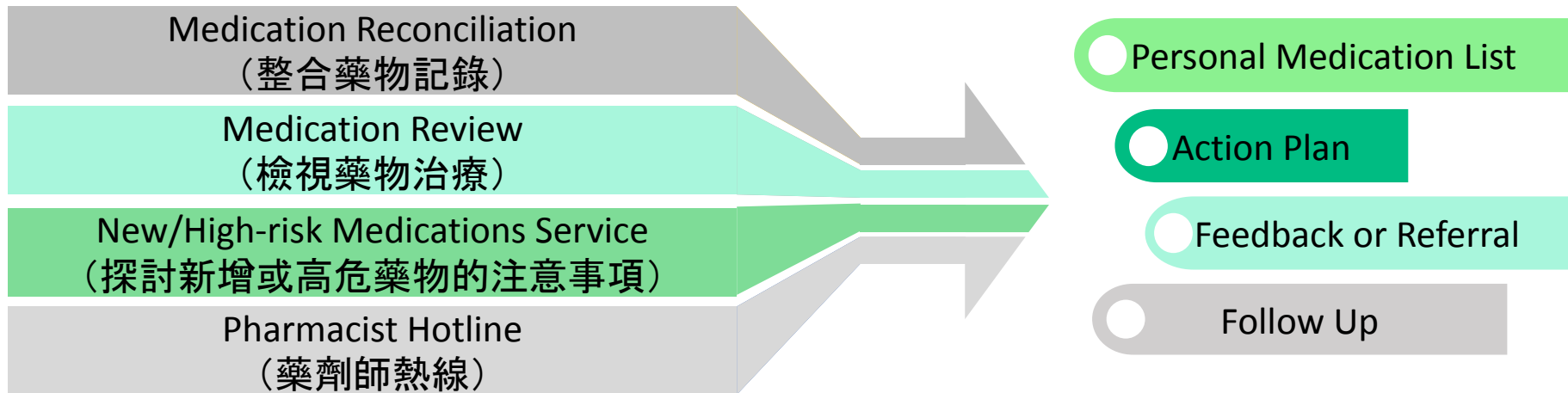
- ▣ All are welcomed

- ▣ Characteristics
 - ▣ Polypharmacy
 - ▣ Changes in medication regimen
 - ▣ Newly-prescribed and/or high-risk medication
 - ▣ Poor adherence
 - ▣ Self-perceived need for assistance in medication management

What do we offer?

Follow-up period per patient case = 9 months

Service components



A case story to illustrate patient journey

Background	<p>A client with multiple chronic conditions (patient) was newly diagnosed with epilepsy, but he disagreed with the diagnosis and refused to take medicine (lamotrigine) after knowing that it is used to treat mood disorder.</p> <p>His daughter (caregiver) was worried and hoped MMS can help her father.</p>
First consultation: medication reconciliation and medication review	<p>Drug-related problem: The client has never taken lamotrigine for epilepsy control, but the prescribers have been “titrating up” the dose.</p>
Actions taken	<ul style="list-style-type: none">● Provide information about epilepsy● Provide information about lamotrigine and explain to client that it can be used for epilepsy control or mood disorder.● Explain the situation: if the client is willing to start lamotrigine, instead of taking the drug according to the label, he needs to seek advice about dose titration from the prescriber in the coming visit● Issue a referral letter to help communicate with the prescriber about the client’s situation
Follow up: phone calls or messages	<p>His daughter reported that the client starts to accept the diagnosis of epilepsy. They were encouraged to reach us when they need further information or after the coming appointment.</p>

Electronic health record

08-Mar-2021	<ul style="list-style-type: none">LAMOTRIGINE tablet <Special Drug> oral : 50 mg om and 100 mg pm for 22 weeks [Dispense by Pharmacy]	13-Jan-2021	<ul style="list-style-type: none">RYZODEG FLEXTOUCH 70%/30% pen 100u/ml 3ml <Special Drug> subcutaneous : 12 unit(s) om for 8 weeks [Dispense by Pharmacy]	
03-Mar-2021	<ul style="list-style-type: none">ACTOS (PIOGLITAZONE HCL) tablet <Special Drug> oral : 30 mg daily for 16 weeks [Dispense by Pharmacy]APIXABAN tablet <Special Drug> oral : 5 mg bd for 16 weeks [Dispense by Pharmacy]DULCOLAX (BISACODYL) rectal suppository rectal : 10 mg daily pm (100%) for 16 weeks [Dispense by Pharmacy]LINAGLIPTIN tablet <Special Drug> oral : 5 mg daily for 16 weeks [Dispense by Pharmacy]LIPITOR (ATORVASTATIN) tablet <Special Drug> oral : 20 mg daily for 16 weeks [Dispense by Pharmacy]METFORMIN HCL tablet oral : 1000 mg bd for 16 weeks [Dispense by Pharmacy]NORVASC (AMLODIPINE BESYLATE) tablet oral : 5 mg bd for 16 weeks [Dispense by Pharmacy]PANADOL (PARACETAMOL) tablet oral : 500 mg qid pm (25%) for 16 weeks [Dispense by Pharmacy]PEPCIDINE (FAMOTIDINE) tablet oral : 20 mg bd for 16 weeks [Dispense by Pharmacy]RYZODEG FLEXTOUCH 70%/30% pen 100u/ml 3ml <Special Drug> subcutaneous : 14 unit(s) om for 16 weeks [Dispense by Pharmacy]THYROXINE SODIUM tablet oral : 75 microgram(s) daily for 16 weeks [Dispense by Pharmacy]	15-Dec-2020	<ul style="list-style-type: none">Amlodipine Besylate (NORVASC) tablet oral : 5 mg BD for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Apixaban tablet <Special Drug> oral : 5 mg BD for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Atorvastatin (LIPITOR) tablet <Special Drug> oral : 20 mg daily for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Bisacodyl (DULCOLAX) rectal suppository rectal : 10 mg daily PRN(100%) for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Famotidine (PEPCIDINE) tablet oral : 20 mg BD for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Lamotrigine chewable/dispersible tablet <Special Drug> oral : 25 mg BD for 3 day(s), dispense 5 DOSE(S) [Dispense by Pharmacy]Lamotrigine chewable/dispersible tablet <Special Drug> oral : 50 mg BD for 82 day(s) From 18/12/2020 to 09/03/2021 [Dispense by Pharmacy]Linagliptin tablet <Special Drug> oral : 5 mg daily for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]	<ul style="list-style-type: none">Metformin HCl tablet oral : 1000 mg BD for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Paracetamol (PANADOL) tablet oral : 500 mg QID PRN(25%) for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Pioglitazone HCl (ACTOS) tablet <Special Drug> oral : 30 mg daily for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]Thyroxine Sodium tablet oral : 75 microgram(s) daily for 16 week(s) From 09/12/2020 to 30/03/2021 [Continue with own stock]

Examples of Drug-related Problems

Case 1:

Client read “勿與中和胃酸藥同服” on the label of hydroxychloroquine (a long-term medication for rheumatological conditions) and she perceived it as “Do not take with stomach medicines”. She omitted hydroxychloroquine when she took famotidine. After knowing there are different kinds of stomach medicines, she knew she could continue hydroxychloroquine.

Case 2:

Client did not understand when he should take “需要時” phenazopyridine (a drug to relieve pain of the urinary tract). He took it after he finished a course of antibiotics for urinary tract infection and by then he was asymptomatic. After knowing the purpose of phenazopyridine, he knew the medication was extra and he did not need to take it.

Pharmacist hotline

我都感到奇怪，唔知是否一次性特殊情況，還是與醫生給我另一隻藥有特殊反應？

10:00

即係食政府醫院的藥就無事？兩邊的藥物外形有分別嗎？

10:09 ✓

我無專業知識，無辦法可以解釋😓

如果是由不同廠生產的，也有可能是其他輔料引起的反應，而不是藥物本身

10:12 ✓

相信有可能，原廠藥竟然有如此事情發生，真係耐人尋味。
咁想請教：咁咁我算唔算對呢隻藥有敏感反應呀？多謝你

10:15

私家醫生配的是原廠glucophage？如果目前你食政府醫院的藥無問題，咁就可能性不太大

10:22 ✓

醫生話佢D係翻藥，由於無外包装，是否真正原廠就分別不出，但剛上網睇圖片又有D似。

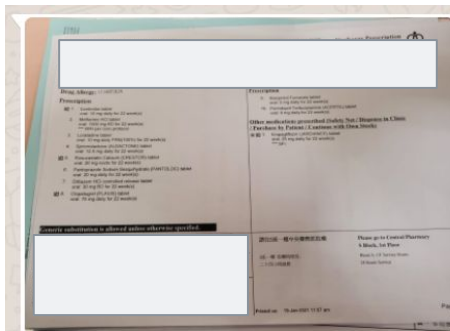
10:26

明白，既然目前政府醫院的藥物無問題就好。萬一之後政府醫院轉藥廠，到時就要注意一下

10:32 ✓

多謝你，這幾日來血糖指數十分穩定和理想。
希望下次見面時都可以告訴你好的消息，再見。

10:35



剛於週二出院，醫生再加藥啊！有空幫忙看看，有什麼需要注意的地方，謝謝幫忙。

19:02

飯前食胃藥都無幫助？

10:18 ✓

一時時

10:19

手腕同手肘關節之前都無痛

10:20

明白，你25號覆診前要抽血嗎？

10:20 ✓

之前淨係十只手指關節痛

10:20

您

明白，你25號覆診前要抽血嗎？

要，11號抽

10:21

明白，希望抽血結果可以反映情況。依家係咪每一種止痛藥都要日日食？

10:23 ✓

最勁個粒忍住唔敢食，食咗胃好痛

10:23

最勁個粒忍住唔敢食，食咗胃好痛

每日一粒100mg那種？

10:33 ✓

建議你覆診時同醫生詳細講下手腕同肘關節痛，再同醫生商量下可唔可以換一種對胃少點刺激的消炎止痛藥試下

10:46 ✓

Service Delivery

1. Enrolment and consultation at HIA Community Pharmacy
2. Outreach to established social service models:
 - District and Neighbourhood Elderly Community Centres supported by the Social Welfare Department
 - Community Nursing Services by community service providers



香港仔坊會
AKA
社會服務
Social Service

南區長者綜合服務處

藥你同行
社區藥物管理服務
藥劑師諮詢站

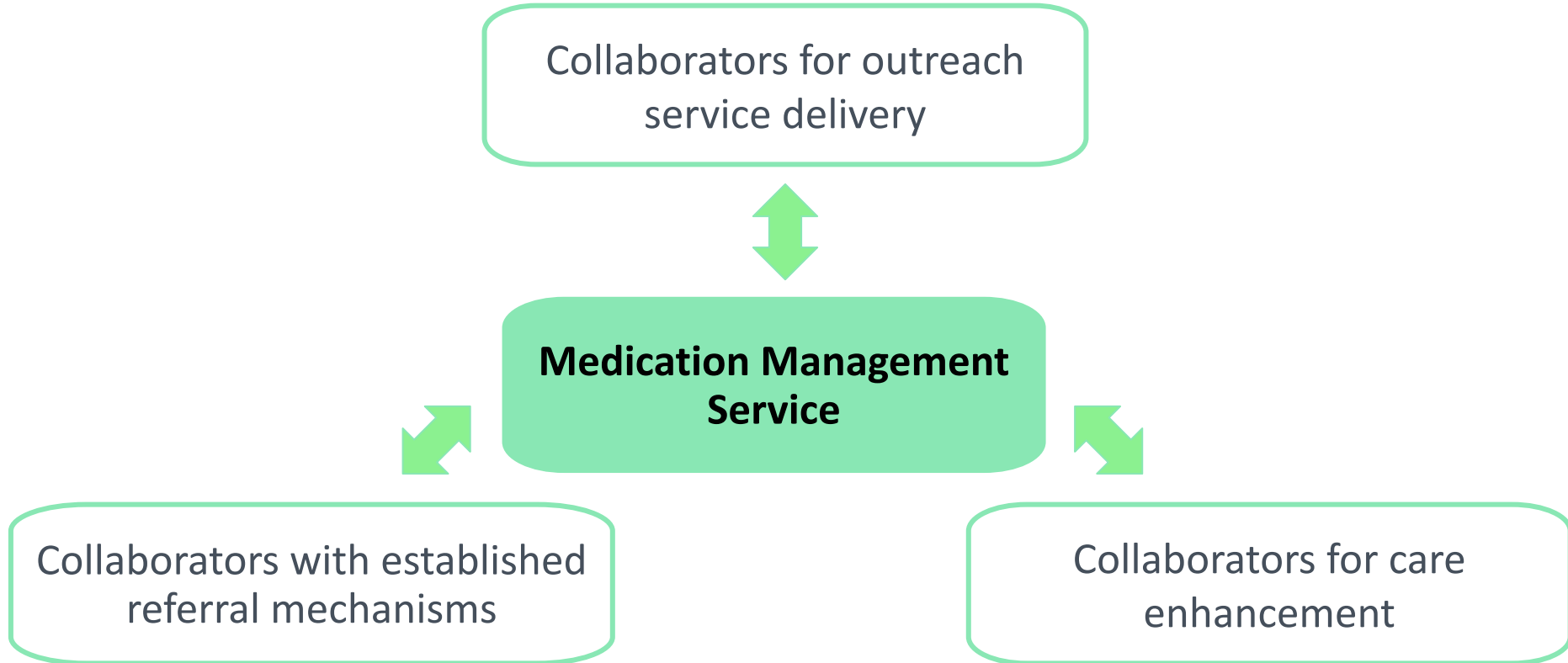
日期：2020年10月~12月
時間：上午9時~下午5時（逢星期五）
地點：南區長者綜合服務處
費用：免費
對象：18歲或以上患長期病人士及其照顧者
（60歲或以上長者優先）
內容：駐場藥劑師為您解答藥物上的疑難，
提供專業的藥物管理意見，讓您更安心用藥。
負責職員：梁俊傑先生

此服務計劃承蒙富里集團作為策略夥伴及資助支持，並由醫護行者與香港大學藥理及藥劑系共同策劃及進行相關研究。

名額有限，請先致電2554 4002預約

地址：香港仔華富邨華美樓地下419-432室

Development of Community Partnership



Development of Community Partnership

List of partners with varying degree of collaboration

- Aberdeen Kai-fong Welfare Association - Southern District Integrated Elderly Service Center
- CITYU KCC Integrated Elderly Care - Health Management Program (Multiple districts)
- EFCC Fook On Church Social Centre for Elderly (Tsing Yi)
- Hong Kong Christian Service - Shun Lee Neighbourhood Elderly Centre
- Hong Kong Christian Service - Bliss District Elderly Community Centre
- General Outpatient Clinics, Hospital Authority
- Specialist Outpatient Clinics, Hospital Authority
- Hong Kong Family Welfare Society (Tivoli Service Centre)
- SAGE (Tsuen Kwai Tsing Integrated Home Care Services)

Development of Community Partnership

Referral: continuity of care

KWCGOPC (只供醫護人員職員使用) 參與者編號: _____

醫護行者 Health in Action **HKU Med** HKU Faculty of Medicine Department of Pharmacology & Pharmacy 香港大學藥劑及藥劑學系

藥你同行 社區藥物管理服務 服務轉介表

轉介病人資料

姓名: _____
 身份證號碼: _____ (頭4位數字)
 性別: 男 女
 年齡: _____

可在此貼上病人標籤
以代替填寫病人資料

轉介原因: 病人正服用5種或以上的長期藥物 (可多選)
 藥物治療於近期覆診或住院期間有更改
 病人獲醫生處方新藥或高危藥物 (如降血糖藥、薄血藥、吸劑和免疫力抑制劑等)
 病人或照顧者未能準確依從指示服藥
 病人或照顧者需要 / 希望在藥物管理上獲得協助
 其他 (請註明: _____)

已登記 **醫健通** 尚未登記 **醫健通**

備註 (如有): _____

*同意個人資料轉移: 申請人明白及同意轉介者收集以上個人資料的目的是協助申請人申請本機構服務, 申請人提供的個人資料將轉移至處理相關服務的職員跟進。

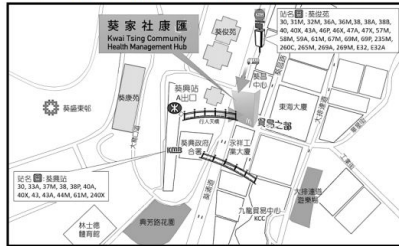
轉介者姓名/部門: _____
 職位: 醫生 護士 藥劑師 日期: _____

預約方法

- 你的主診醫護人員填妥左方表格後, 你可致電或以 **WhatsApp** 發送訊息至醫護行者, 查詢及預約服務:
 - 電話: 3612 9515
 - WhatsApp: 5285 7194
- 預約當日請攜同此轉介表出席。

服務地點

用藥評估及指導可以面對面、電話或視像形式進行。
 地址: 新界葵涌葵昌路 54-56 號貿易之都 901 及 902 室

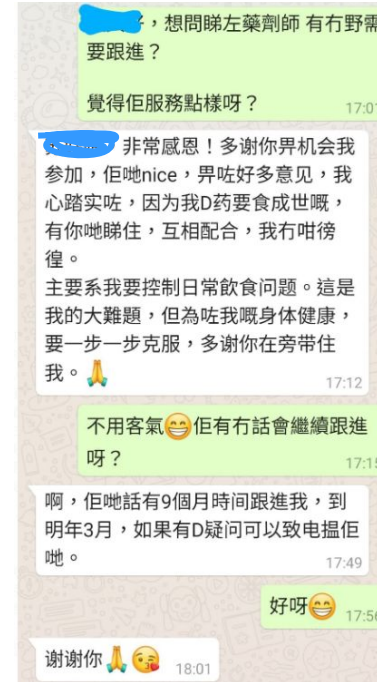


歡迎瀏覽我們的服務計劃網址:
<https://www.pcp.hku.hk/mms>

或掃描此二維碼 →



Feedback from collaborators



Development of Community Partnership

Collaborators for Care Enhancement

- Drug Icon CC 藥物圖標 (Funded by Social Innovation and Entrepreneurship Development Fund)



藥物圖標分類介紹

服藥時間				服藥方法							
早上 上午時段用藥	中午 中午時段用藥	晚上 晚上時段用藥	睡前 睡前時段用藥	吞服 吞服藥片	吞服 吞服藥片	吞服 吞服藥片	吞服 吞服藥片				
必屬完成整個療程，以免產生抗藥性。				用藥前搖勻以免藥物沉澱於底部，確保藥量正確。				與水攪粒吞服，不可切劑或嚼碎藥片。			
餐前 餐前30分鐘至1小時用藥	餐後 餐後30分鐘至1小時用藥	需要時 相關症狀出現時才服用		勿與酒精同服 不可與含酒精飲料同服	與一大杯水同服 與最少150ml水同服，令藥效充分發揮	咀嚼 需咬碎後吞服，可使藥物能較快被吸收					
服藥份量				服藥途徑							
2 每次服用2粒	1 每次服用1粒	半粒 每次服用半粒	1茶匙(5毫升) 每次服用1茶匙(5毫升)	眼睛 塗抹/滴入眼睛	耳朵 塗抹/滴入耳朵	鼻 塗抹/滴入鼻內	鼻 塗抹/滴入鼻內				
2-8°C 存放雪櫃 開啟後必需貯存於2°C至8°C的雪櫃內				避免藥物受熱照射 開啟後貯存在陰涼乾燥地方				藥物只限外用，外塗於患處			
注意：服用後有睡意，操作機器或駕駛會導致危險				孕婦忌用 懷孕期間不宜使用，以免影響胎兒發育				避免曝曬 服用藥物後，避免長期曝曬			
藥性 藥性				藥性 藥性				藥性 藥性			

Questions?

Please feel free to reach us via

Telephone: [3612 9595](tel:36129595)

WhatsApp/Signal: [6618 9212](tel:66189212)



Thank you!