

Structured interview questions for servicing pharmacies

Information	Questions
Address Phone number Fax number Email address Operating hours	Could I please confirm with you, the following details for your pharmacy to make sure they are correct: address, phone number, fax number, email address and operating hours?
Type of DAA provided	What type of dose administration aid is used at the pharmacy? (e.g. Blister pack, sachet system)
Preferred cut-off time for same day packing and delivery of DAA	<p>What is the usual cut off time for same day packing and delivery of medications for _____ aged care facility?</p> <ul style="list-style-type: none"> • What happens in situations where new medication packs are requested after the cut off time for residents discharging from hospital?
Medications hospital pharmacy must supply	Are there any medications our hospital pharmacy must supply? (e.g. palliative care medications)
Preferred method of communication	Between fax and email, what is your preferred method of patient's medication information transmission?
Pharmacy procedures for new RACF residents (non-respite)	<p>What is your policy and procedures on medication supply for new residents (non-respite) that transfer directly from hospital?</p> <ul style="list-style-type: none"> • Will your pharmacy be happy to prepare a medication pack for a new resident based off the discharge medication information provided by the hospital? (E.g. full prescription with a cover letter indicating recent medication changes). • If your pharmacy is unable to supply medications for the new resident, are you happy for the hospital to supply all the medications to be transferred with the new resident to the facility?