

SOP for quick pharmacy pick-up programme (Quick Pick-up/QPUP) for stable ART patients

29 September 2015

Background

- Western Cape primary healthcare is burdened with increasing number of patients needing access to ART services (exacerbated by recent change to the CD4 threshold) and increasing number of patients at risk of failing ART, who need enhanced adherence and clinical support. At the same time, the cohort of stable patients on ART continues to grow with associated ART care management responsibilities.
- The Western Cape Department of Health and City Health (WCDOH) have appropriately responded to these growing needs by implementing the ART adherence club model (club model), which by end December 2014 provided ART services to 25% of those in ART care. This model of care itself has reached capacity with current resource allocation, putting the quality of care provided by this model of care at risk.
- In addition, the club model may not meet the needs of all stable patients. The model is based on a group format which may limit uptake by all stable patients and certain patients may have enrolled in the club model for the sole benefit of a quick service option and not for the added benefit of peer support.
- The development of the club model since the beginning of the Cape Metro roll out in 2011 will also have benefits for any alternative model of care with the additional resources of a functioning centralized chronic dispensing unit (CDU) for drug supply and an alternative M&E system.

Objective

- Setting up an alternative model to the club model for ART delivery for stable patients to further decongest ART facilities and clubs and better suit patient preference for a pharmacy quick pick-up option for ART refill collection.

Summary Proposal

Upon clinician assessment of a patient has stable on ART, the patient will be given a clear choice between staying in standard of care (SOC), joining a facility or community club or opting for quick pharmacy pick-up by the patient (QUICK PICK-UP). Where a patient chooses the QUICK PICK-UP option, they will be allocated to a specific quick pharmacy pick-up group (appointment – date/2.5 hr evening period specific), a central dispensing unit (CDU) script will be completed by the clinician on the day of assessment, submitted to CDU for the next collection date in 4/8weeks time. The patient will then be allocated to collect the next 2 x 2m ART refills directly from an allocated pharmacy window. The collection will be completed by the pharmacy assistant (PA) in simplified QUICK PICK-UP group register and the next 3 TCB dates will be indicated on the patient's green card (also

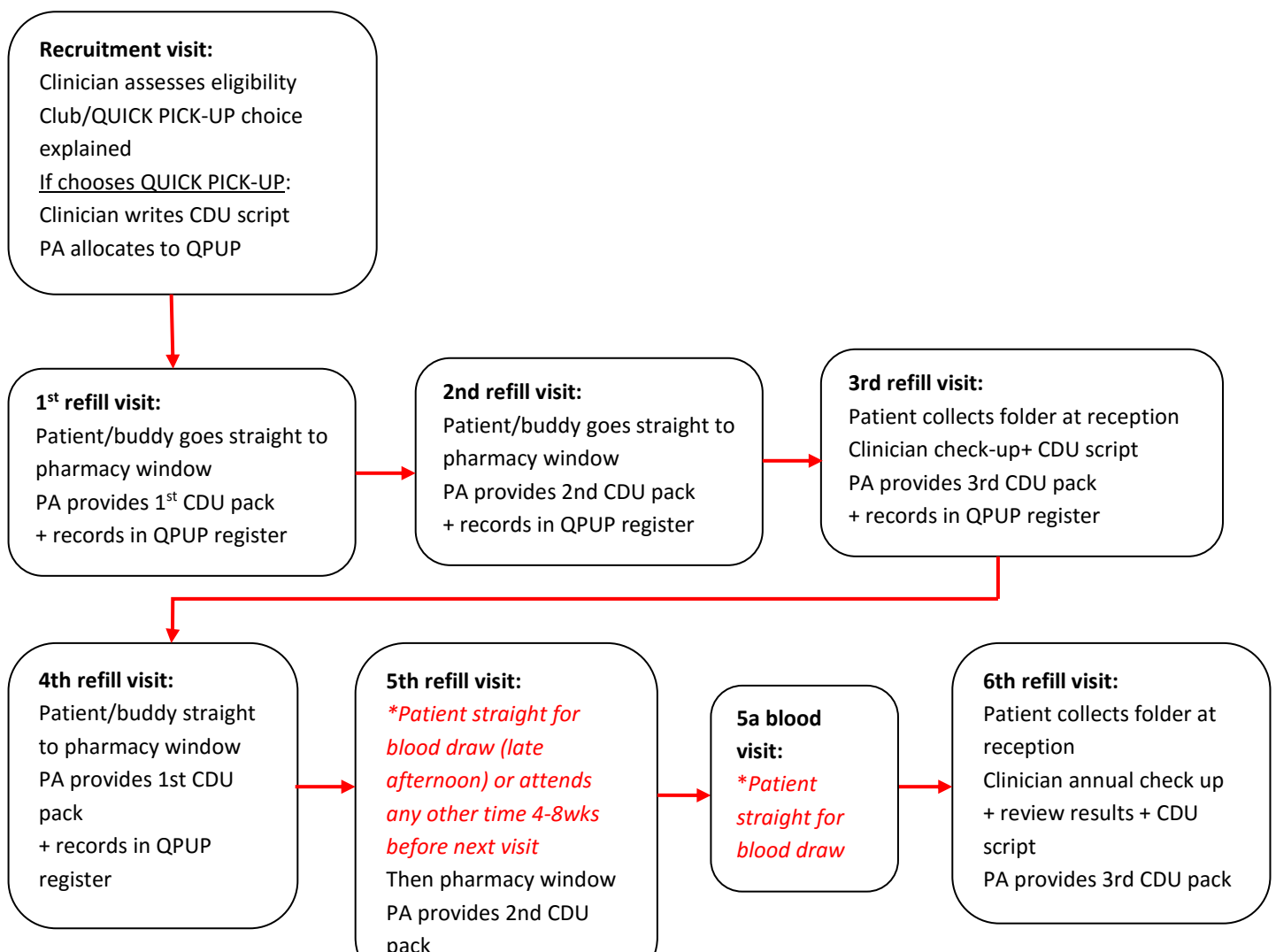
indicating if such visit is a blood or clinical visit). At the 3rd visit, the patient will attend the clinic as usual during the day (not at time slot), see the clinician who carry out a quick check-up and write a new CDU script. The patient will then join the general pharmacy queue with their folder with the new script inside. The PA will issue the 3rd refill and submit the new script to CDU (ensuring the copies of the new script replace the one in the patient folder and QUICK PICK-UP file). The process with then start again. However, at the 5th refill, the patient will have to have blood draw before the PA provides refill (patient can either to have blood drawn in late afternoon before going to pharmacy window or coming back to clinic at any time during the day 4-8 weeks before their 6th ART refill/clinical visit) and blood sticker placed on green card,. At 6th refill clinician will carry out full clinical assessment with blood results before the patient goes to pharmacy to get 6th refill. Where any TCB date falls from 16 December – 13 January, the PA will provide the patient with 1 extra month of treatment from the pharmacy at the previous visit and give a patient a TCB of 3 (rather than 2) months later.

The patient is entitled to send a buddy at the refill collections but not the visit where the patient needs to see the clinician.

The PA will complete the QUICK PICK-UP register when the patient collects treatment which will be captured by the data clerks in the same way that club registers are captured. However the data clerks will not capture the 3rd and 6th refill from the register but from the patients' folder to ensure capturing of clinical information.

Summary process flowchart

(More detailed version at the end of the document)



Detailed Proposal

Assessment for eligibility

- The same eligibility criteria will apply as the club model (see WCDOH ARV chronic club guidelines).
- Eligibility will be routinely assessed (see assessment form in section below) by the clinician every time a clinician sees a patient with an undetectable viral load that is not already in a quick service option (club or QUICK PICK-UP).
- Where the patient is found eligible for a quick service option, the clinician will write a 2m script as usual and either explain or refer the patient to an allocated counsellor who will explain options to the patient.

Explanation of options

- Once eligibility is assessed the clinician must ensure that 4 possible options are explained to the patient so that they can exercise informed choice. This can be done by requesting counsellor/peer educator to come and explain options to patient (in or outside clinician's consulting room), or the clinician can do so him/herself. These options are:
 - Stay in the normal clinic system- same as previous visits:
 - Come to the clinic on your appointment date and draw folder
 - See a clinician at every visit and then queue in normal pharmacy queue for pharmacy ART refill pick-up.
 - Join a facility club :
 - meets in a venue next to the facility
 - these are group of 30 people who meet once every 2 months for 45 minutes on a specified date
 - the group is confidential and provide the opportunity to meet and share with other HIV positive people
 - the patient no longer has to collect their file from reception when they come to their club visit
 - the patient collects their 2 months supply of treatment at the club
 - all members of the club have their blood drawn once a year and see a nurse once a year for clinical assessment.

- the patient can send a buddy to collect their treatment for them in the club if they can't make it (except patient cannot miss 2 club visits in a row or their blood or clinical visit).
 - Join a community club:
 - meets close to the patient's home either in one of the club member's homes or in a community venue.
 - These are smaller groups of 10-15 patients.
 - Everything else is the same as facility clubs.
 - Join the QUICK PICK-UP:
 - quick-pick-ups are only available in the early evening 16h30-19h00. If this does not suit the patient, then they will need to consider other options.
 - the patient will only need to collect their folder and see a clinician every 6 months
 - the patient will be given a specified date and appointment time to come straight to a window at the pharmacy to collect 2 months supply of treatment for their 2 visits in between clinician visits.
 - the patient can send a buddy to collect their treatment for them in the QUICK PICK-UP if it is not a blood or clinical visit and they can't make it.
- A patient information leaflet has been created which clearly explains these options (so this can be read while waiting for allocated person explaining) and is attached hereto.
- Once the choice is made, the clinician/counsellor will note the quick service option assessment outcomes on the assessment form and in the clinical notes:
 - If normal SOC – place form in folder and return for routine data capturing of visit
 - Adherence club –
 - Ask the patient for their preference of community or facility club
 - Write 2m clinic script
 - Place the assessment form in the front of the patient folder and refer patient to routine club allocation process within facility.
 - QUICK PICK-UP –
 - Write 2m clinic script (or 1m if in October/November) and complete CDU script (without QUICK PICK-UP number or TCB dates)

- Place the assessment form in the front of the patient folder and send the patient to the pharmacy queue.

QUICK PICK-UP - enrolment

- At the pharmacy, one of the pharmacy assistants (PAs) at the windows will be designated to see QPUP (QPUP enrolment sign above window). He/she will have the QPUP registers at the window. He/she will not give preference to QPUP patients but see the next person in the queue. However where the next person is QPUP enrolment, they will need to wait for this specific PA window (to ensure registers don't need to move between windows. The same will apply to clinical visits and 3rd and 6th collection dates – see below).
- The PA will ask the patient their preference of Monday or Wednesday late afternoon:

Monday afternoon: 16h30-19h00

Wednesday afternoon: 16h30-19h00
- Allocate the patient to a QUICK PICK-UP group based on the week of recruitment (either 4 (October-November) or 8 weeks away), add the patients identity sticker to the relevant QUICK PICK-UP register, advise the patient of the date and time of the next 3 TCB dates (including that the 3rd visit is a clinical and patient must first collect file and go to clinician before pharmacy, emphasize they need to come on this date and time otherwise will go back to routine care), place the QUICK PICK-UP sticker and write group number on the patients folder and green card, place the TCB sticker on the patient's green card indicating the next 3 TCB dates. The PA will also staple patient identifying stickers into green card for late use on blood samples drawn.
- The PA will then supply the ART refill from the clinic script.
- The PA will then complete the 3 TCB dates and the QUICK PICK-UP number on the CDU script, submit the original script to CDU, place the 2nd copy in the patient's file and place the 3rd one in the QUICK PICK-UP file.

QUICK PICK-UP – 1st refill date

- Provided patient /buddy arrives on correct date and allocated time – patient / buddy goes straight to pharmacy window with green card (does not collect folder).
- PA provides 1st CDU pack
- PA marks that patient/buddy came in relevant QUICK PICK-UP register and reminds patient of the next TCB date on patients' green card.
- After 5 days (see missed appointment section below), the data supervisor collects QUICK PICK-UP register and ensures it gets captured.

QUICK PICK-UP – 2nd refill date

- Provided patient/buddy arrives on correct date and allocated time – patient/buddy goes straight to pharmacy window with green card (does not collect folder).
- PA provides 2nd refill CDU pack.
- PA marks that patient/buddy came in relevant QUICK PICK-UP register and reminds patient of the next TCB date on patients green card and that the patient at next refill date must go straight to collect their folder at reception, see the clinician for quick clinical check-up and re-script before coming to pharmacy.
- After 5 days (see missed appointment section below), the data supervisor collects QUICK PICK-UP register and ensures it gets captured.

QUICK PICK-UP – 3rd refill date

- Patient comes to clinic during the day (as in the past) – not in evening slot as there will be no clinicians.
- Patient collects folder at reception, queues to see clinician.
- Clinician will carry out quick clinical check up and rescript. Placing new CDU script in patient folder.
- Patient joins normal pharmacy queue (but can only go to window indicating QPUP patients) where PA provides 3rd refill CDU pack (from box next to the window), marks that patient came in relevant QUICK PICK-UP register and marks next 3 x TCB dates on patients green card (including that 5th refill is blood visit and 6th is clinical again).
- PA enters TCB dates and QUICK PICK-UP number on new CDU script, takes original and 1 copy of new CDU script and places original script in CDU submission tray and replaces old script in QUICK PICK-UP file.
- The QUICK PICK-UP register does not need to go for data capturing as the folder will be submitted for data collection.

- **QUICK PICK-UP – 4th, 5th and 6th refill date**

- Same as above with only 2 differences:
 - 4th refill – remind patient to go straight for bloods at blood room at the next visit before coming to pharmacy window.
 - 5th refill:
 - Patient does not draw folder.
 - Patient has a choice either:

- Patient first goes to blood room from 15h00-16h30 to have blood drawn or
- Patient can come to clinic any other day 4-8 weeks before 6th ART refill visit for blood draw
- Patient identifying sticker is taken from green card for blood tube and blood form, lab form sticker is put on green card with date of blood draw as proof of blood draw.
- Thereafter patient goes to pharmacy window to collect from 16h30. Patient is reminded at 6th refill to collect folder and go to clinician.
- 6th refill:
 - Same as 3rd refill except clinician will carry out a full annual clinical assessment including reviewing the blood results which will be included in the patient folder by the registry clerk on arrival.
 - If for any reason the patient did not have blood drawn at the previous visit, the clinician will not write a CDU script (but a 2m clinic script only), so patient can come back in 2m to carry out full 6th refill visit i.e. full clinical, result review and CDU script.
- **QUICK PICK-UP exit**
 - High VL/other clinical concern
 - Where the QUICK PICK-UP patient's viral load is >400 or is clinically unstable, the clinician at the 3rd/6th refill will inform the patient that they can no longer receive their ART through a quick service option because they need to be seen more regularly by a clinician (and counsellor) until they are well again/their viral load is suppressed again.
 - The clinician will indicate the removal on the quick service assessment form and place in the top of the file. The clinician will cross out QPUP label on greencard and patient folder. Where patient had a high VL clinician will first refer to the patient to the ROTF support group/counsellor to start enhanced adherence.
 - Thereafter, the patient will continue to the pharmacy queue, where the PA will provide the CDU refill and further clarify with the patient that next time the patient comes they need to retrieve their folder and see the clinician.
 - They can only rejoin/return to to the quick service option once they are stable on ART again – i.e well/viral load is suppressed again.
 - The PA will indicate in the QUICK PICK-UP register that the patient has been removed from the QUICK PICK-UP.

- Late or missed visit:
 - When the patient arrives at the clinic after the end of the QUICK PICK-UP appointment 2.5 hour period (other than on 3rd and 6th visit) or within 5 days, the patient will be informed by the PA that:
 - this is not allowed and continue to qualify the patient must observe the appointment date and time.
 - the patient will be told that this is their warning and should it happen again they will be immediately removed from the QUICK PICK-UP at their next visit to continue with routine care at the clinic.
 - the patient will also be reminded that they can send a buddy if they are unable to make their appointment on time and encouraged to use this option next time.
 - The patient will then be supplied with their CDU refill as described above.
 - The PA will note 'late' in the QUICK PICK-UP register.
 - When the patient is late again or arrives on another day, the PA will immediately remove the patient from the QUICK PICK-UP.
 - The PA will inform the patient politely that unfortunately they have missed their QUICK PICK-UP appointment and that they have been removed and will need to collect their folder at reception and return to routine care.
 - The PA will indicate the removal by cancelling the QUICK PICK-UP label and TCB dates on the green card and marking exit in the QUICK PICK-UP register.
 - The patient will then be sent to retrieve folder and see clinician as per standard of care. The clinician will cross out the QUICK PICK-UP number of the patient folder and indicate removal on quick service assessment form.
 - The patient will join the normal pharmacy queue after seeing retrieving folder/seeing the clinician. The PA will either provide the CDU pack (if within 5 days as this will be kept on a separate shelf) or dispense ART supply (if more than 5 days, the CDU pack will be unpacked into the pharmacy).
- **Buddy flexibility**
 - The patient will be entitled to send a buddy (any nominated person) to collect their refill for any refill date except the blood and the 2 clinical visit dates. The patient

will need to send the buddy with their green card and no other authorization will be required.

- If the patient mistakenly sends a buddy on their blood visit, the PA can distribute the CDU refill provided the buddy undertakes to ensure that the patient comes for their blood draw within 2 weeks.

- **Clinical complaint**

- If the patient has a clinical complaint at any QUICK PICK-UP refill visit where the patient is not seeing the clinician, the PA will direct the patient to collect their folder and see a clinician. The clinician will then proceed as if a QUICK PICK-UP clinical visit and will indicate if the patient should be removed from QUICK PICK-UP as described above. If not, the PA will dispense the CDU refill after the clinical check-up as usual.

- **Festive season period management:**

- For QUICK PICK-UP – the period of 16 December – 13 January will be considered the period in which no pick-ups can take place.
- A clinic clinician will need to write clinic scripts for the entire QPUP group for 1 month using the CDU scripts in the QPUP file as a reference and placing these in the QPUP file.
- When the patient comes to collect their refill and the next date would fall in this period, the PA packs from pharmacy stock 28 days (1 extra month) ART supply and gives the patient a TCB date 28 days later e.g. so if TCB date supposed to be 23 December then give patient 20 January. Thereafter the patient will continue as normal i.e. TCB date 2x28 days later (17 February 2016).
- All CDU packs still on the valid script will then arrive a month before the TCB date and will need to be stored until the patient's TCB date. This will be corrected by the next CDU script.

- **Detailed process map**

