

Community Pharmacist Statewide Pilot: Patient consent to treatment and privacy

Patient information sheet

October 2023

OFFICIAL

The Community Pharmacist Statewide Pilot (the pilot) aims to test a new model of primary health care, delivered through community pharmacies, to improve timely access to low risk medications. The treatments selected are commonly prescribed as part of routine, high-volume primary care. Community pharmacists will be required to meet strict eligibility criteria and complete further training to participate in the pilot. This is to ensure they can safely provide the approved medications under the pilot.

Consents required to participate in the pilot

Your pharmacist and the Victorian Department of Health (the department) are committed to protecting your privacy during your participation in the pilot.

Your pharmacist will ask if you consent to the following five items prior to your participation in the pilot. You only have to consent to the first two items to receive treatment as part of the pilot.

1. Consent to clinical treatment during the pilot

Your pharmacist will ask if you consent to being treated within the pilot. If you do not consent to treatment within the pilot your pharmacist cannot treat you and will advise you to see a doctor.

2. Consent to collection, use and disclosure of personal, sensitive and health information

If you consent, your pharmacist and the department will collect and handle your personal, sensitive and health information for the purposes of implementing the pilot.

Part of your treatment may involve a follow-up by SMS or email from the department to make sure your treatment was effective. Your phone number or email address will be collected by the department only for this purpose.

Otherwise, no clinical information will be provided to the department in a way that can identify you. Only information that has been gathered together into groups and de-identified (that is, all identifying information is removed such as name and date of birth) will be collected by the department to monitor and evaluate the services at a statewide level to ensure the pilot delivers high quality and safe services to the community.

For vaccination services, your pharmacist is also required to report any vaccines administered to the Australian Immunisation Register. If it is needed for clinical or safety purposes, such as responding to adverse effects of a vaccine, your information may be used to contact you to follow up in accordance with our usual procedures.

To implement the pilot, the pharmacist and department may share your information with other necessary companies, such as our software and payment provider and SMS/email provider.

If you do not provide your pharmacist with consent to collect, use and disclose your personal, sensitive and health information requested as part of your consultation, you will not be able to participate in the pilot and you will be advised to see a doctor.

Optional consents requested during the pilot

3. Consent to upload to My Health Record

If you have a My Health Record, information regarding the dispensing of the medication will be uploaded to it, if this is a feature offered by your pharmacy. Should you not want your records uploaded to your My Health Record you should advise the pharmacist, and then no information from the consultation will be shared with My Health Record.

4. Consent to share information with your doctor

Your pharmacist will ask if you consent to a report or a letter being provided for your usual doctor at the end of the consultation. If you do not consent to this, no report or letter will be provided.

5. Consent for us to contact you for feedback

Your pharmacist will ask if you consent to your contact information being shared with the department, or a company contracted by the department, for the purposes of two short follow-up surveys about the service you received. If you consent, your contact information will only be used to invite you via SMS, email or a phone call to participate in the surveys, will be stored securely and will not be shared or used for any other purpose. Your consent to this is your choice, and will not influence your access to treatment under the pilot or any other government services.

If you do not consent to sharing your contact information with the department for this purpose, you will not be invited to participate in the surveys. If you are invited and change your mind later, you do not have to participate in either of these surveys.

These surveys will help the department to improve the safety and quality of the pilot services. They will also help the department understand the value these services bring to Victorians.

For more information on the department's privacy collection, please refer to the department's privacy policy or visit our [website](https://www.health.vic.gov.au/department-of-health-privacy-policy) <<https://www.health.vic.gov.au/department-of-health-privacy-policy>>.

You may access your information that you provide to the department. The department can be contacted on admincommunitypharmacypilot@health.vic.gov.au or you may contact the department's Privacy Unit by emailing privacy@health.vic.gov.au or by telephone on 1300 024 759.

To receive this document in another format, email
AdminCommunityPharmacyPilot@health.vic.gov.au

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Available at the [Victorian Community Pharmacist Statewide Pilot](https://www.health.vic.gov.au/primary-care/victorian-community-pharmacist-statewide-pilot) page <<https://www.health.vic.gov.au/primary-care/victorian-community-pharmacist-statewide-pilot>>.