

Patient consent to treatment & privacy

Your consent is needed to take part in the pilot. Your pharmacist and the Tasmanian Department of Health are committed to protecting your privacy during your participation. Your pharmacist will ask if you consent to the following five items prior to you being part of the pilot.

You only need to consent to the first two items to receive treatment as part of the pilot.

Compulsory:

1. Consent to asking health questions, recommending treatment and any costs involved

Your pharmacist will ask if you consent to being assessed and treated within the pilot and inform you of any costs involved up-front. 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 collect and use personal health information

If you consent, your pharmacist will collect and store information required for your treatment (contact details, information about your symptoms, brief medical history and any treatment recommended). The pharmacist may contact you after your consultation to make sure your treatment was effective.

3. Consent to disclose your health information and contact you for feedback

If you consent to your contact information being shared with the Tasmanian Department of Health, the Department may contact you with a short survey about the service you received. Your contact information will only be used to invite you to participate in a survey, your information will be stored securely and will not be used for any other purpose.

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 the survey.

These surveys will help the Department understand the value that these services bring to Tasmanians.

Optional but recommended:

4. Consent to access and upload to My Health Record

If you have a My Health Record, the pharmacist may choose to access your record to assist with your assessment and upload details of medication provided. If you do not want your My Health Record accessed or added to - you should advise the pharmacist, and then My Health Record will not be used.

5. Consent to share information with your doctor

If you consent, a report will be provided to your usual doctor at the end of the consultation. If you do not consent to this, no report will be provided.

Community Pharmacist Pilot Project - Consumer Handout

This information sheet explains the Community Pharmacist Pilot project. It includes information about what to expect with your consultation and what to do after your consultation as well as how to get more medical care or information if you need it. It also contains your options to provide feedback or make a complaint about the pilot.

What is the Community Pharmacist Pilot Project

The Community Pharmacist Pilot Project (the pilot) allows some eligible patients the choice of receiving care for an uncomplicated urinary tract infection (UTI) in a local pharmacy.

What will happen during the consultation?

Your pharmacist will undertake a thorough assessment to provide you with appropriate treatment and management. After the consultation, your pharmacist might recommend using over-the-counter medications, such as pain relief medicines, to alleviate your symptoms. In some cases, you may be prescribed antibiotics to assist with treating your UTI.

What to do if your symptoms do not improve

Your symptoms should resolve within one week. If you are still experiencing symptoms one week after you consultation, or if symptoms come back within two weeks after completing the antibiotic course, please consult your doctor.

Self-care

There are additional self-care measures that can help in alleviating your urinary tract infection:

Stay well-hydrated by drinking more fluids (aim for 6 to 8 glasses of water per day).

Make sure to completely empty your bladder when urinating.

To reduce the risk of urinary tract infections occurring again, consider the following actions:

Always drink plenty of water to quench your thirst, typically aiming for 'light-coloured' urine (unless otherwise advised by your doctor).

Urinate when you feel you need to go, rather than holding it in.

Urinate immediately after having sex.

Wear cotton underwear and loose-fitting pants.

Gently wipe from front to back after urinating or emptying your bowels.

Avoid using scented soap, talcum powder or deodorant around your genital area.

Wash your genital area every day.

If your condition stays the same or gets worse, or you are worried about the medications, side effects or you have other concerns you can see your usual general practitioner.

For more information on UTIs visit [Health Direct – Urinary Tract Infection \(UTI\)](http://www.healthdirect.gov.au/urinary-tract-infection-uti) (www.healthdirect.gov.au/urinary-tract-infection-uti)

How do I report a concern about my safety or care relating to this pilot?

You are encouraged to initially raise concerns directly with the pharmacy, if you are unhappy with their response or feel it is not appropriate to contact the pharmacy directly, you can report to, or seek advice from, the project team at the Department of Health pharmacyscope@health.tas.gov.au. You may choose to report your concern to [AHPRA](http://www.ahpra.gov.au) (www.ahpra.gov.au) (phone: 1300 374 377) or the [Tasmanian Health Complaints Commissioner](http://www.healthcomplaints.tas.gov.au) (www.healthcomplaints.tas.gov.au) (phone: 1800 001 170).