

Dear Pharmacist

## Keeping you updated with our progress on the implementation of clinic consultations

In a previous letter dated October 2019, we informed you that from 1 January 2020, we will be funding primary healthcare consultations at pharmacy clinics. Development has already begun to roll out this initiative. The purpose of this letter is to inform you about the timelines for the rollout.

### Rollout of the network

Due to the size and scope of this initiative, we will be rolling out the network in phases.

- **Pharmacy Clinic telemedicine vendor rollout**

We have started development work with the first telemedicine vendor, offering the largest pharmacy coverage, to ensure we can offer Discovery Health Medical Scheme and Discovery PrimaryCare members virtual consultations from 1 January 2020.

Thereafter, we will continue to bring on additional telemedicine vendors that meet our technical requirements. Pharmacies using these telemedicine vendors will then be invited to join the network. If your telemedicine vendor would like more information, they can contact us on [ETM\\_operations@discovery.co.za](mailto:ETM_operations@discovery.co.za).

- **Pharmacy Clinic consultation rollout**

Once the video call network has been established, we will roll out Primary Care Drug Therapist (PCDT) and nurse consultations in clinic pharmacies participating in the Wellness Network. We expect this phase of implementation to be completed by the end of the first quarter of 2020, or soon thereafter.

### Pharmacy clinic requirements

Pharmacy clinics need to meet the following requirements in order to participate:

- Dedicated and private consultation room within the pharmacy
- Qualified healthcare professionals to operate the clinic which may include:
  - Registered nurse(s) with or without permits and/or
  - Pharmacist(s) with prescribing permits
- Appropriate clinical equipment and furniture
- Accessible restroom facilities
- Electronic claims submission system
- Good pharmacy practice (GPP) compliant.

### Additional requirements for participation in the telemedicine Pharmacy Clinic Network

Pharmacies will need to comply with the following additional requirements in order to qualify for participation:

- Service agreement with Discovery Health and an integrated telemedicine system
- Vitality integration

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- Applicable registration with the South African Pharmacy Council for a business within a pharmacy

### Telemedicine vendor requirements

To ensure seamless member journeys for appropriate funding from the Day-to-day Extender Benefit as well as for virtual and face-to-face referrals to a GP, clinic practice management systems need to meet the following criteria:

- Electronic practice management system integrated with HealthID (minimum electronic health record fields will be provided)
- Appropriate referral network in place (including general practitioner, pathology and radiology practices) with a maximum response time of 3 minutes
- Integration with Discovery Health via application programming interfaces (APIs)
- Ability to display the applicable formulary for the GP for easy identification while prescribing
- A telemedicine system with the ability to:
  - Load a SOAP note (a SOAP note is an electronic note, detailing subjective and objective observations, the assessment and treatment plan)
  - Link a claim to a SOAP note
  - Apply accumulation rules
  - Electronically refer a patient to the closest GP in the network for a face-to-face consultation
  - Read the referral indicator – open and close referrals and link a claim with accumulation
  - Store patient consent electronically for a minimum of 3 years
  - Allow data sharing with Discovery Health through video call consultations as well as sharing of notes and medical record information (where appropriate) through HealthID.

### What you can do to get your clinic ready to join the Video Call Pharmacy Clinic Network

You can ensure your pharmacy is ready to join by ensuring you employ appropriate clinic healthcare professionals. You can continue to register for a business within a pharmacy at the South African Pharmacy Council and investigate the various telemedicine vendors. After the roll out, at the time when you join, we will register your clinic staff with additional permits to allow them to prescribe within the Essential Drug List and appropriate ICD-10 conditions at the specified pharmacy.

We will continue to keep you informed about our progress.

Regards



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