

## Medwise – Making Medicines Work

Medwise provides a funded domiciliary Pharmacist Support service in the Bay of Plenty – of which the main objective is to ensure that medicines are used to their best effect.

There are three main applications of this service (although they are not always distinct):

- Hospital Discharge Support

It is recognised that many patients have problems taking their medicines correctly following discharge from hospital, and issues may arise from changes made to the medication regimen, miscommunication and changes in patients' functional status. A Medwise pharmacist can visit the patient at home soon after discharge to ensure the medications are being taken correctly and the hospital team's plan is being carried out as intended. Where the information in the discharge summary is insufficient or is unclear for the GP – we can investigate the patient's medical notes and clarify any issues as needed.

- Medication Review

Medication reviews can help to address patient related issues, as well as reducing risks of medication and improving medicines-related outcomes. A medication review ensures that patients are taking the best combination of medicines individualised to them and their medical conditions. A medication review may be considered when therapeutic outcomes are not being achieved (poor blood pressure, glycaemic, lipid, asthma control), or where adverse effects are a problem.

- Adherence Support

Around 50% of patients do not take their medicines as intended. This may result in therapeutic outcomes not being achieved, or conversely, in the patient experiencing adverse effects. Non-adherence may be intentional or unintentional. By visiting patients in their homes and making a detailed assessment, we can often identify issues previously unrecognised. Medicines education is also provided, as we know that patients are more motivated to take their medication when they understand what they are prescribed for. Medication wastage can be identified and reduced.

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