

Interview Guide

Consumer
Was the patient information provided helpful while in hospital? Did a Gold Coast Health staff member discuss medication changes with you? • If so, who was it? Nurse, Pharmacist, Doctor When changes to your medication were made in hospital, were you told about them? • Were you given the opportunity to ask questions? Did you find the Discharge Medication Record helpful? Did you follow up with your General Practitioner after discharge? • If so, how many weeks after discharge? Did you feel more confident about your medications compared to previous discharges? • Yes, No or N/A Did you use the patient information QR code at home?
Gold Coast Health Staff
Pharmacist
Was the PRIME score helpful? • What did you do with this score? • How did it impact medication handover for the patient? • Did the doctor's indicate reasons for changed, ceased or new medications? • Did they use the IEMR 'cancel reason' and add a comment? ○ Was it easy to use this function? • Did they document in clinical notes? • Did they verbally tell you? Discharge reconciliation planning: • What was the impact on workflow? • What was the impact on workload? • Did you feel confident taking on this role? • Did you feel confident in planning the discharge reconciliation? • Did you feel valued by the team when discussing the discharge reconciliation? • Did this help facilitate the timeliness of discharges? Did patient's ask about the patient information QR code?
Doctors
Did you document medication changes? • How did you document these changes? Discharge reconciliation planning: • What was the impact on workflow? • What was the impact on workload? • Did you feel more confident about doing discharge reconciliations? • Did you feel comfortable with the pharmacist's involvement in the discharge process? • Did this help facilitate the timeliness of discharges?