

Template Doctor / Health Professional Letter

You may wish to adapt this template *MedsIndex* letter to doctors/health professionals and send it to health professionals in your area who may be interested in knowing about and supporting your provision of a medicines compliance monitoring and support program. This can also provide an opportunity for health professionals to contact you for further information about *MedsIndex*.

'Name of Pharmacy'
'Address Block'
Phone Contact Details'

[Insert addressee]
[Address block]

[Insert date here]

Dear [insert name],

I am writing to inform you of a new professional service I will be providing in my pharmacy and seek your support for its implementation. **My pharmacy is implementing a new medicines compliance monitoring and support program called *MedsIndex*.**

Research shows that up to 50 per cent of patients do not take their medicines as directed and the reasons for non-compliance are complex. While there are new systems and tools to support patients with compliance at present there is no simple index for a consumer to understand how compliant they are with their medicines. A new simple index called *MedsIndex* has just been launched.

The *MedsIndex* Score will give a patient a simple score out of 100 for each of their chronic management therapy medicines. The score is calculated by monitoring repeat refill intervals of medicines and reporting against expected refill intervals. The score can be determined even if the patient uses multiple pharmacies. I have attached a sample report to this letter. This report is generated from software in the pharmacy.

Patients will be encouraged to update you about their compliance and together with the patient we can work towards maximising medicines therapy through better compliance.

I have attached the patient brochure which we use in the pharmacy to promote the service.

Patients that may benefit from the *MedsIndex* include:

- patients taking multiple medicines or people with multiple doses of medicines each day;
- people experiencing memory problems or cognitive impairment;
- people with chronic disease whose clinical markers suggest non-adherence with prescribed medicine therapy.

I look forward to your support of *MedsIndex* and invite you to contact me if you would like more information about *MedsIndex* or want to discuss ways that we can cooperate for the benefit of the people in our mutual care.

Yours sincerely

[insert signature block]

Attached: A *MedsIndex* Score Example Report
MedsIndex Patient Brochure