

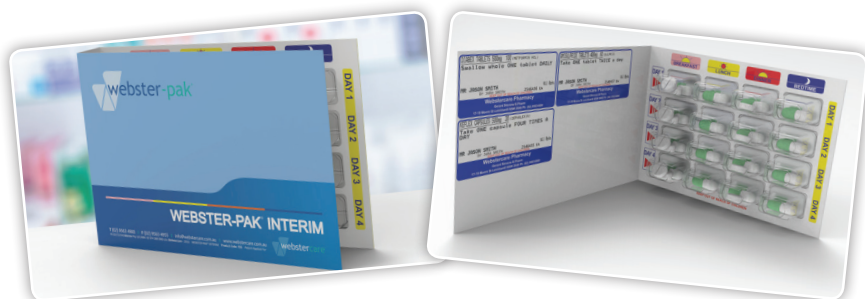


'Innovative Solutions to Medication Management'™

JANUARY 2019

THE PERFECT INTERIM SOLUTION

DO YOU HAVE CUSTOMERS PLANNING TO GO AWAY FOR A FEW DAYS OVER THE HOLIDAY PERIOD OR THE AUSTRALIA DAY LONG WEEKEND? WHAT ABOUT MOVING BETWEEN POINTS OF CARE?



Short trips away from home and transitioning between points of care are proven times that can challenge medication adherence and threaten health. For this very reason Webstercare designed and developed the Webster-pak® Interim pack.

A very convenient short-term medication storage solution, the Webster-pak Interim is disposable and stores medication for four days. It includes an additional cover for privacy and extra protection for medications.

Consider offering it when you learn that a customer is on the move.

It provides a more convenient way of travelling with medications rather than taking numerous bottles and boxes.

It's a professional recommendation and could save your customer from inadvertent harm and misadventure. The Webster-pak Interim can also be introduced to community patients as a trial if they are hesitant at committing to a full seven-day Webster-pak system. Webster-pak Interim is \$44.95 + GST for a pack of 25.

You can find out more at www.webstercare.com.au or call us on 1800 244 358.

REDUCE RISK WITH CYTOTOXIC SAFETY PRODUCTS

Cross-contamination of high-risk medication such as cytotoxics is a major health hazard. This real health danger prompted Webstercare to develop a range of cytotoxic products to minimise risk when these medications are prescribed.

Special precautions should be made when pharmacy staff are packing these medications and when care staff are administering cytotoxics.

Webstercare's range of cytotoxic products are all distinguished by being coloured **purple** and include:

- Pil-Bob® for cytotoxics
- Folders
- Cytotoxic Handling Label
- Cytotoxic Trigger Label
- Packing tweezers
- Cytotoxic Delivery Bag



To purchase cytotoxic products or learn more about them, contact: info@webstercare.com.au or call 1800 244 358.

A HAPPY & HEALTHY NEW YEAR

Thank you for your support in 2018. With that now in the rear mirror, we look forward to an even more productive year ahead!

IMPORTANT CHANGES TO 'URGENT USE' MEDICATIONS IN NSW RACFs

The NSW Poisons and Therapeutic Goods Regulation 2008 has been updated as at 7th December 2018 (via the Poisons and Therapeutic Goods Amendment Regulation 2018) in relation to urgent use (ie emergency) medications in residential aged care facilities.

It includes an extended range of medications which are of use in the palliative setting, however, limits the range of oral antibiotics that can be kept to only 2 on the basis of antimicrobial stewardship interests.

The changes mean that all residential aged care facilities, whether new since 1 July 2014 or previously 'low' care or 'high' care at 1 July 2014 (as per NSW Health definition), are allowed to keep the same range of urgent use medications, under the same rules.

This is a welcome step towards empowering residential aged care facilities to meet 'Ageing in Place' care in the palliative setting. The updated Poisons and Therapeutic Goods Regulation 2008 is available online at <https://www.legislation.nsw.gov.au/#/view/regulation/2008/392/whole>.

PHARMACY PROFILE: FLANNERY'S PHARMACY, FORBES

Flannery's pharmacy in Forbes NSW has been a Webstercare customer/supporter since the early days. They've recently made the decision to update their packing systems to take advantage of improved efficiencies, reduced risk and streamlined workflow.

The move from manual packing to the MedsPro® system had the immediate effect of improving packing speed, reducing workflow footprint and increasing efficiency. Moreover, increased safety features helped to reduce the risk of error.

"The older system was slower and took up a lot of space," said Pharmacist-in-Charge Tracey Edwards. "With MedsPro, I like the checks and balances with the barcode scanning. It's a good added safety feature and provides a clinical benefit. The scanning feature is extremely sharp."



From (left) Pharmacist Jack Buckley and (right) Pharmacist in charge Tracey Edwards

"Productivity has increased – we've lost around four hours of packing per week – and we've grown our business slightly, but we're aiming for more growth. We now have less drama in keeping to our packing time frames so we are able to get things done more quickly."

Ms Edwards said the time saved has been invested back into serving customers and building relationships.

"In the past couple of years we have gained around 20 Webster-pak community patients. Considering we are on top of our packs, we are now able to better promote the service

to the community and know it's within our capabilities to suggest it."

Ongoing support from Webstercare staff has also been a feature and training new staff has been easy.

"Everything has been great! Whenever an issue occurs, the staff are quick to their feet and help resolve the problem in a quick and timely manner," said Ms Edwards.

Flannery's installed the MedsComm® system about a year ago and has already proven worthwhile.

"It has reduced phone calls from the nursing home. This is massive for us, especially considering the number of temp staff there."

These positive outcomes have encouraged Flannery's Pharmacy to invest even further in packing efficiencies by ordering the installation of a MedsPro Robot.

"We're seeking even more efficiencies – not necessarily to reduce staff but to move them out on the floor and build even stronger relationships with the customers," Tracey Edwards said.

SAVE TIME WITH DIRECT DEBIT

We understand that every little bit helps when it comes to improving efficiencies.

To give you one less thing to do every month we have initiated **direct debit** transactions. Just complete one simple form which authorises us to debit your account each month. This will give you ample time to **confirm the order and statement accuracy** of your monthly invoice before your account is debited towards the end of each month.

For further information contact Customer Service on 1800 244 358 or email info@webstercare.com.au

Missing an invoice?
Find it in one click

Click on the **BLUE** invoice number in your PDF Statement.

Reduce your paperwork with Direct Debit
Ask us how!

PDF

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PREPARE FOR



AUSTRALIA DAY!

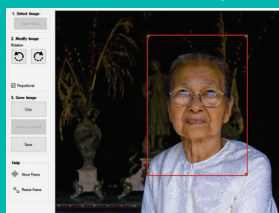
Webstercare is a proudly Australian-owned and operated company. We will be **closed on the Australia Day Public Holiday, Monday 28th January**. Please place your orders early to ensure you have plenty of stock available.

SOFTWARE HANDY HINT: Resizing Colour Photos

A colour photo on a Webster-pak system helps identify the correct medication recipient either in their home, a care facility or in the case of an emergency. A clear colour photo is easy to add to a clients profile.

HOW TO ADD A PHOTO

1. Take a photo using a phone or digital camera.
2. Download the photo to your computer and save to the Client Photo file on the C drive
3. Rename the file to the patients name e.g. "HARRISON, Mary.JPG"
4. Link the photo to your Webstercare software
5. Use the Photo Resizer feature to crop the photo.



HOW TO LINK THE PHOTO

1. From the main screen, select **Maintenance**
 2. Select **Manage Client Photos**
 3. Select a patient
 4. Select **Allocate Photo**
 5. Under Select Drive, select C:\
 6. Under Select Directory, double-click the yellow folder **Client_Photo**
 7. Double click the file with the client's name
 8. Click **OK**
 9. Repeat steps 4-9 to allocate additional client photos
 10. Once all photos are allocated, select **"Copy Photos"**
 11. Select **Close** when you have finished
- Contact the Software Services team at software@webstercare.com.au or call **1300 132 466** for further information.

T (02) 9563 4900 | FREE CALL 1800 244 358 | F (02) 9563 4955 | FREE FAX 1800 626 739

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