

Urinary Tract Infection

PROGRAM PROCEDURE



The Pharmacy Guild of Australia WA Branch has developed a range of resources to help support pharmacies to deliver the Pharmacist Initiated Treatment of Urinary Tract Infection program to patients.

Please ensure that prior to delivery of the Pharmacist Initiated Treatment of Urinary Tract Infection program you:

- Complete your mandatory **free UTI training via ACP**
- Update your pharmacy's **Findapharmacy profile to include UTI**

To update your pharmacy's Findapharmacy profile, log in to the pharmacy owner's MyGuild account or call the WA Branch Membership team on (08) 9429 4100 for further assistance.

A recommended UTI Service Procedure is detailed on page 2 of this resource. However, you may also wish to retain a copy of the **Example UTI procedure document**. This document can be used to satisfy the QCPP requirement for a procedure document to include in your QCPP Professional Services domain.



Visit guild.org.au/wa/business-support/UTI or scan to learn more about this service

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1. OPTIONAL UTI PRE-SCREENING

An optional **pre-screening form** is available. This resource is designed for self-assessment when immediate pharmacist consultation is not feasible (e.g., during peak hours in busy pharmacies).

2. PROVIDE SERVICE INFORMATION AND SEEK PATIENT CONSENT

- Provide patient with information about the service (see **A5 UTI Handout**), including associated fees and requirements.
- Obtain verbal consent from the patient before proceeding with the service.
- Take the patient to the consultation area.

3. CONDUCT UTI CONSULTATION (SCREENING AND ELIGIBILITY)

- Conduct the patient consultation using either MedAdvisor or the UTI Consult Form.

The **UTI Consult Form** is intended for use by pharmacists without access to MedAdvisor in their consultation rooms. Patient information collected can then be entered into MedAdvisor and a patient summary generated in MedAdvisor, printed, and provided to the patient, as per the conditions of the SASA.

For pharmacies delivering the service using paper-based forms (including those not using MedAdvisor), **an alternative version featuring a detailed patient handout** is also available. The pharmacy will retain the original copy.

4. UTI TREATMENT OR REFERRAL

- Confirm the patient's eligibility for supply of antibiotics. Please refer to the **UTI Treatment Guidelines** and **Pharmacist Initiated Treatment of Urinary Tract Infection Flow Chart** documents for further information regarding program scope, conditions, exclusions, and treatment options. (Intended to be used for clinical guidance when providing a consultation.)
- If the medication is not supplied, provide the patient with an explanation for this decision and refer to the appropriate health care provider as relevant.
- Discuss potential pharmaceutical products within the pharmacy that may be of assistance to the patient (where appropriate).

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5. RECOMMENDED CARE

- Provide the patient with an individualised printed service summary or printed referral letter at the completion of the service (obtain printed service summary from MedAdvisor or photocopy page 2 of the **UTI Consult Form***).
- These documents can be provided to the patient's regular general practitioner.

**Please note: Physical or digital copies of patient records must be kept for 10 years.*

STEP 6: FOLLOW-UP CARE

Provide the patient with appropriate after-care advice, noting that patients should seek medical attention straight away if:

- Their symptoms are not improving within 2 or 3 days after starting antibiotic treatment.
- Their symptoms return within 2 weeks after finishing antibiotic treatment.
- They have symptoms of a kidney infection (fever, chills, back or side pain, nausea or vomiting).

Following completion of the UTI service, provide the patient with a copy of the **UTI After-Care Card**.



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