

Pharma-CCC

How integrating pharmacy into the COVID Care Centre (CCC) benefited South Australia's pandemic response

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The COVID-19 pandemic response within a large metropolitan health network included the development of a dedicated COVID Care Centre (CCC), providing outpatient COVID-19 treatment and hospital avoidance services to the greater community.

Background

- Early access to coronavirus disease (COVID-19) treatment can significantly reduce hospitalisations and mortality.
- COVID-19 treatments are novel, complex, and restricted in access.
- South Australia (SA) developed a unique multidisciplinary outpatient service model, the COVID Care Centre (CCC), in 2021.
- The CCC aimed to both increase COVID-19 treatment access in the community and reduce emergency department (ED) presentations.
- The CCC included a dedicated pharmacist from project inception.

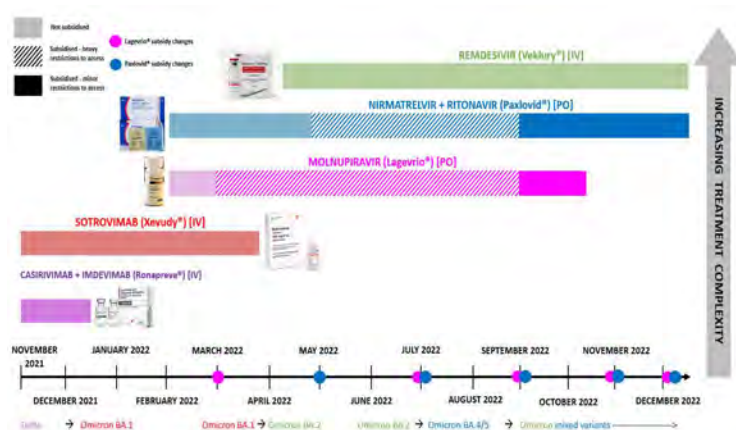
Pharmacist Role

- Manage treatment stock and other logistical supply issues.
- Develop treatment workflows and consumer information.
- Communicate evidence changes, including educating clinicians on COVID-19 treatment options and patient suitability.
- Support prescribers in treatment decision-making.
- Dispense, supply, and counsel patients on COVID-19 treatments.
- Support the establishment of other CCCs around the state.
- Develop new and alternative COVID-19 treatment access pathways (i.e., via "Hospital in the Home" and virtual care services).

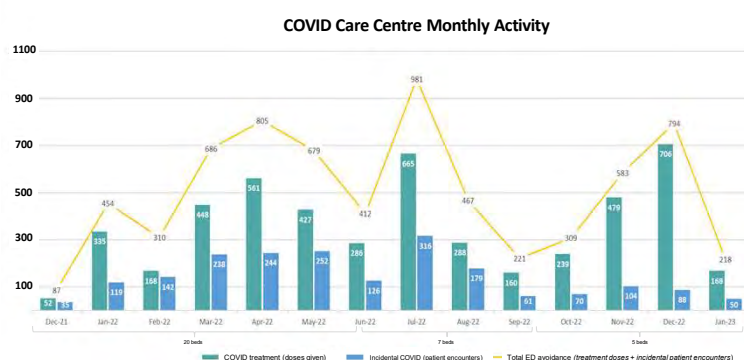
CCC Achievements

- Safely managing thousands of COVID-19 patients in the community, increasing treatment access and reducing ED presentations.
- SA was the first state to administer intravenous (IV) COVID-19 treatments in the outpatient setting *and* in a consumer's home.
- Direct provision of >4,500 COVID-19 treatments, whilst supporting a further >25,000 COVID-19 treatments via community prescribers.
- SA's Pharmaceutical Benefits Scheme (PBS) Paxlovid® prescribing rate *per 100,000 residents* was the highest in Australia.
- SA's PBS Paxlovid® prescribing rate *per week* during COVID-19 surges was double the national average.

CCC COVID-19 Treatments



CCC Monthly Activity



Conclusion

- Pharmacists can support access to novel, therapeutically complex, and heavily restricted medications in the community.
- Pharmacist involvement should be strongly considered when designing future multidisciplinary, outpatient, and pandemic healthcare service models.

For more information:

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