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| Flare-up of mild plaque psoriasis |
| Community Pharmacist Statewide Pilot - Patient handout  March 2024 |
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# Purpose

Participating pharmacists in the Community Pharmacist Statewide Pilot (the pilot) can now treat several common and low-risk health concerns, administer travel and other vaccinations and provide travel health advice.

This handout contains information about flare up of mild plaque psoriasis treatment and costs, information for after your consultation and where to find additional support. It also outlines ways to provide feedback or make a complaint about the pilot service.

# Eligibility

To be eligible to receive a resupply of your usual topical corticosteroid, you must meet the following criteria:

* Be aged 18 years or older.
* Have previously been diagnosed with mild plaque psoriasis of the trunk or limbs.
* Have previously been prescribed a topical corticosteroid to treat your psoriasis.

People with or without a Medicare card and international students will be eligible for a service under the pilot.

# Your consultation

To ensure you receive safe and appropriate care, your pharmacist will meet with you in a private consulting room.

Following your treatment, if you provided your contact details to your pharmacist during the consultation, you will receive an SMS or an email from the Department of Health in 7 days to check how your treatment went.

### Providing your consent

Your pharmacist will provide you with the Consent to Treatment and Privacy Information sheet. This contains information about the consents for the pilot.

### What to expect during the consultation

The pharmacist will ask you questions before and during your consultation. This will help decide if they can resupply your treatment.

If your pharmacist refers you to a doctor, they will explain the reasons to you. These may include:

* Your medical history
* Your current medications
* The location and severity of your psoriasis

# What to do if your symptoms do not improve

You should expect to see an improvement in your symptoms within 2-4 weeks.

You should see you doctor if:

* You are not responding to your usual treatment or
* Your condition worsens, becomes severe or widespread or
* Your condition causes discomfort or pain or
* You are experiencing complications such as developing painful swollen and stiff joints.

# Self-care

There are additional self-care measures that can help manage your psoriasis, such as:

* Not using soap, which can dry and irritate the skin.
* Keeping skin moisturised using a soap-free cleanser or wash and applying fragrance-free moisturiser.
* Not scratching and keeping fingernails and toenails short.
* Flare-ups can be triggered by stress, cold weather, dry skin and certain foods or drinks. Avoid any known irritants and/or triggers that worsen your psoriasis.
* Maintain a healthy lifestyle with regular exercise and a healthy, balanced diet.
* Avoid smoking and limit alcohol consumption.
* Gentle sun exposure can be beneficial. Follow SunSmart advice and avoid intense exposure to the sun.

# Where to get more information

For more information, please visit the following websites.

* [Better Health Channel - Psoriasis](https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/psoriasis) <www.betterhealth.vic.gov.au/health/conditionsandtreatments/psoriasis>
* NPS MedicineWise factsheets:
  + [Topical treatments for your plaque psoriasis](http://www.nps.org.au/assets/NPS/pdf/NPSMW2382_bDMARDs_Derm_Treatment_Fact_Sheet.pdf) <www.nps.org.au/assets/NPS/pdf/NPSMW2382\_bDMARDs\_Derm\_Treatment\_Fact\_Sheet.pdf>
  + [Plaque psoriasis: my options when topical treatments aren’t enough](https://www.nps.org.au/assets/NPS/pdf/NPSMW2381_bDMARDs_Derm_Treatment_Decision_Aid.pdf)

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# What will it cost?

The pharmacist consultation is free.

## Medicine costs

If you are an Australian resident who holds a current Medicare card, you will pay no more than your current Pharmaceutical Benefits Scheme (PBS) co-payment for medicines supplied under the pilot. This includes concession card holders and those eligible for subsidised medicine under the Closing the Gap (CTG) program.

A valid Medicare card and a valid concession card or cards must be shown on request to be charged the subsidised amount.

If a medicine is not listed under the PBS, you will pay full price, the same as you would if you had a prescription from your doctor. Overseas visitor/international student.

If you are an overseas visitor or an international student from the following country, you are eligible to access subsidised medicines under the pilot by showing your passports or a Reciprocal Health Care Agreement (RHCA) Card:

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| * United Kingdom * Ireland * New Zealand * Malta | * Italy * Sweden * The Netherlands * Finland | * Norway * Belgium * Slovenia |

Overseas visitors not included in the above list of countries will pay the cost of a private script for any medicines supplied under the pilot.

## Safety Net

Please be aware that any medications provided in the pilot will **not** contribute to your Pharmaceutical Benefits Scheme (PBS) Safety Net.

However, medications you are supplied will be provided in line with Safety Net pricing for people who have exceeded the annual threshold.

If you prefer that your medications *do* contribute to your Safety Net total, then you will need to see your doctor for a prescription.

# How to make a complaint

Information on the complaints processes for patients is available at [www.health.vic.gov.au/feedback-and-complaints](http://www.health.vic.gov.au/feedback-and-complaints)

If you have a complaint, you can take the following steps to get the complaint resolved:

**Step 1.** Discuss your complaint with a staff member from the community pharmacy where you received the service.

**Step 2.** If the complaint cannot be resolved at Step 1, or you are dissatisfied with the outcome, you can choose one of the following ways to lodge a formal complaint with the department:

* Submit the complaint online via our online form: <https://feedback.dhhs.vic.gov.au/layout.html#/DH>
* Email our Feedback and complaints team via [health.feedback@health.vic.gov.au](mailto:health.feedback@health.vic.gov.au)
* Mail: Health Feedback, GPO Box 4057, Melbourne, Victoria, 3000.
* Phone:1300 229 075. For more information, see our Contact us page: <https://www.health.vic.gov.au/contact-us>

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