



Keeping up the pace – Pharmacy technician successes in rapid access atrial fibrillation clinic management


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Background

 From 2022, a rapid access atrial fibrillation (RAAF) clinic using a pharmacist-physician model was developed.

 We split 0.6 pharmacist EFT into 0.4 clinical pharmacist and 0.4 clinic technician.

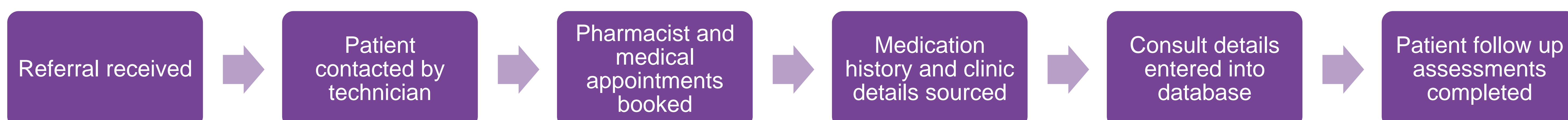
 Technician role centered on referral and clinic booking management, as well as assisting with quality-of-life assessments and database management.

Objective

Implement a rapid access atrial fibrillation clinic with the aim of achieving 14-day turn around on referral-to-review by a pharmacist-physician team.

Action

The clinic technician role follows the patient's journey throughout the RAAF clinic, providing both patient information support and supporting clinicians through information sourcing. During the 2-year Safer Care Victoria funded trial, the clinic technician also managed the patient database and performed quality of life and clinic satisfaction follow up calls.



Evaluation

Between April 2022 and November 2023, 312 patients were referred to the RAAF clinic



274 patients consulted
7.3% (23/312) not contactable
3.4% (14/312) refused service



274 pharmacist appointments
476 physician appointments




Median wait time from referral to first consult:
14 days (IQR 9-20)




Mean score for recommending RAAF clinic to someone with AF
(scale of 1-10)
9.1 (95% CI 8.8-9.3)

Discussion

 The RAAF clinic has received ongoing funding as a permanent service, with technician EFT built into the model.

 Clinic technicians now coordinate all ambulatory care clinics at Grampians Health, including referral management and bookings.

 Clinic technicians are actively contributing with future models in paediatric and home dialysis services at Grampians Health.