YOUR CARE COALITION
Expanding Access THROUGH *Pharmacy Services*

Patient Journey Example: Pharmacy Test & Treat Services

Arrival:

A patient visits their pharmacy because they are not feeling well.

Education:

The pharmacy team shares information about available testing and treatment services, explains the process, and answers any questions.

Patient Assessment:

With patient consent, the pharmacist conducts a patient assessment to learn more about their symptoms, medical history, and may collect other information like vital signs to confirm the patient is eligible for testing and treatment services.

Sample Collection & Testing:

If the patient is eligible, the pharmacist administers a point-of-care test.

Referral:

If the patient is not eligible for the service, the pharmacist will refer the patient to appropriate care.

Results:

The patient waits for test results. Once available, the pharmacist will communicate results in a private, confidential setting.

Supportive Care:

If the patient tests negative, the pharmacist provides supportive care, such as over-the-counter recommendations and referral to followup.

Treatment & Counseling:

If the patient tests positive, the pharmacist will provide treatment.

Follow-Up:

After the visit, the pharmacist follows up with the patient.

This document presents one example of the patient journey and is not intended to establish best practices or set standards for pharmacies or pharmacists to follow.