

FAQs - Transition to Epic Pharmacy Mater Sydney

When will the pharmacy transition take place?

21 February 2021

Will the pharmacy team be the same?

All existing pharmacy staff have been offered a role with Epic Pharmacy. The majority of team members will transition and you will see mostly familiar faces - in new Epic uniforms!

How many pharmacy team members will support the hospital?

Epic will provide the same, or more pharmacists and technicians to support the delivery of service. Throughout the transition we will have additional staff supporting the team to make sure everything runs smoothly.

Will the medication ordering process change?

The process for ordering will mostly remain the same, however there will be some changes including pharmacy contact details; see below. Changes in the process will be communicated through your Director of Clinical Services. We encourage staff to send orders via our email address, which will guarantee fast response and turnaround.

What are the new contact details?

Epic Pharmacy Mater Sydney :

Phone	02 9068 9560
Fax	02 9169 3457
Email for orders	mater.pharmacy@svha.org.au
Email general	NthSyd@epicpharmacy.com.au

Can I still send orders using the previous pharmacy contact details?

No. Phones and faxes will transition to new numbers on the 21 December and old numbers will no longer be in use. Please ensure that any pre-set ward phone and fax numbers that are programmed to external pharmacy lines are updated on the changeover weekend. In addition, if there are any internal email groups that include pharmacy, please update to include the new pharmacy email address.

How is the discharge process going to change?

- Discharge drugs will be available within 45 minutes of receiving a complete discharge order in dispensing hours that requires no prescriber follow-up.
- Planned discharges will be available to patients by 9.30am, provided sufficient notice is given.
- Epic will also prepare discharge medicines for day procedure patients prior to the end of the working day.

- Medications charts can be scanned and sent to pharmacy, enabling easy preparation of a Medication Discharge Summary.

What is the process with controlled drugs?

The pharmacy will provide a Controlled Drugs Requisition Form that will meet all relevant legislative requirements. Once received from the hospital, the pharmacy will order directly from the wholesaler for delivery to the ward the next day, packaged by order.

Will VMOs need to re-register with the pharmacy?

No. The new pharmacy will have a record of prescriber numbers so there will not be requirement for VMOs to re-register. However, if a VMO wishes to set up a business or personal account with Epic Pharmacy, they can complete this [form](#).

Will hospital staff receive a pharmacy discount?

Yes! All hospital staff will receive a 10% discount on over-the-counter products at the pharmacy.

Will the pharmacy stock the same products?

The pharmacy will provide a similar product offering.

Does the pharmacy provide clinical support and education?

Epic Pharmacy is committed to providing strong clinical support and education. We will keep you abreast of industry developments and policy changes through posters, flyers and other communications on the ward. We also provide a quarterly newsletter (CIRCUIT) that contains timely and useful clinical information for our partners.

Will there be any changes to the pharmacy oncology service?

As part of the transition, chemotherapy and other aseptic products will be provided by Slade Health (part of Icon Group). Patient chemotherapy will be compounded to order at one of Slade's three TGA-licensed facilities. Slade is committed to providing the highest quality product and understands customer's oncology needs. The pharmacy can place, track and review chemotherapy orders in real time using the Slade Health Order Tracking (SHOT) system. This means that the hospital can make last minute changes, review, and manage multiple patient orders seamlessly.

Will there be any impact on how we use Mosaiq?

No, Mosaiq is a SVHA application so there will be no change to how this is used.

For a full guide on your new pharmacy service including collection and delivery times, information on imprest and accessing medication services after hours, please refer to the Pharmacy Services Guide available on wards.

Further information

About Epic

Epic Pharmacy is an Australia-wide company specialising in pharmacy services for private hospitals and oncology centres. We partner with hospitals across Australia, tailoring our services based on the needs of each facility. With over 30 years' experience, we are committed to delivering exceptional pharmacy care for our hospital patients. We currently provide private and public hospital pharmacy services to more than thirty hospital locations across Australia in QLD, NSW, VIC, ACT, TAS and WA.

Some of our services include:

- Preparing medications for patients while in hospital and to take home
- Counselling patients on their treatment to ensure they understand how to safely take their medication.
- Ensuring staff at your hospital have the most up to date information on medicines and their interactions
- Helping you to manage the cost of medicines by providing cost-effective medication and supply
- Preparing chemotherapy for patients undergoing cancer treatment
- Providing specialised pharmacy services for different departments and wards
- Supporting complex disease management
- Participating in clinical trials to help develop new medicines and treatment.

About Icon Group

Icon Group provides pharmacy management services for Epic Pharmacy and Slade Pharmacy – Australia's leading pharmaceutical supply businesses for the hospital and oncology sectors.

Icon Group also operates more than 31 cancer care centres across Australia with several currently in development. These centres deliver a mix of radiation therapy, chemotherapy and blood disorder treatment for patients living in metropolitan, outer-metro and regional communities. The company also delivers cancer services in New Zealand, Singapore, Hong Kong, Mainland China, and Vietnam.

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