

# Only A Pharmacist Can Truly Understand Your Pharmacy



Click to find out how to Streamline Your Pharmacy

## Beezwax Wrap



## Beezwax joins Yarra Lane Group

We are thrilled to announce that Beezwax is joining forces with Yarra Lane.

Together, we will be able to provide an even wider range of products and services to our people, as well as increased efficiency and enhanced client support.

Watch Pasquale De Maria from Beezwax and Nick Perrett from Yarra Lane make the exciting announcement.



Watch the Announcement

Yarra Lane

YL

## Pharmacy Legal Services

Meet Mitchell Collins, a member of the Legal Team at Yarra Lane. As an expert in Pharmacy Law, Mitch is ready to assist you with any legal needs related to pharmacies, from purchases to relocations and much more.

At Yarra Lane, our legal professionals are committed to providing the support and guidance you need, even in the face of complex or unexpected events.

So, if you're in need of expert advice, don't hesitate to reach out to Mitch and his team here. They're here to have your back and ensure your success.



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## Royal Commission call to 'fix system'

**THE** next NSW Government must call a Royal Commission into the State's \$33b health spend, as a landmark report reveals chronic misallocation of resources and warped priorities, says the Health Services Union.

Health Services Union NSW Secretary, Gerard Hayes, said there has been over 20 major reports into sections of the health system over 40 years without substantial action, making an overwhelming case for a Royal Commission into the entire health system.

"The system is just completely out of whack.

"Our health system needs to be fixed," Hayes said.

"But before we apply treatment we need to properly diagnose the illness and this report lays the groundwork for a Royal Commission.

"Ambulance ramping and emergency wait times are obviously deeply concerning.

"These are symptoms of a deeper malaise that needs to be addressed.

"Highly paid providers are often



incentivised to provide expensive procedures that boost their earnings but don't relieve pressure for the wider community.

"At the same time, investment in preventative health is woeful," Hayes said.

*Reform Critical - A Fragmented Health System at Breaking Point* was completed for the Health Services Union by Impact Economics and Policy.

It paints a picture of a fragmented system where some providers have incentives to supply more services to boost their incomes rather than being guided by patient health.

Key findings are that from Jul to Sep 2022, 10% of people who urgently needed an ambulance in NSW waited over two hours.

Patient complaints about health care services increased by 40% since the start of the pandemic, and 144% since 2011-12.

Figures from the NSW Government show that 1,000 hospital beds in NSW are occupied by people staying longer than recommended who could have been in aged care facilities or are NDIS participants, costing the system close to \$500m per year.

This is equivalent to one Royal Prince Alfred Hospital filled with these patients, and with over 50% of NDIS patients have delayed discharges, with an average length of stay of 100 days.

Australia spends 85% less on preventative and community health than Canada, while NSW spends \$100 less per person than the Australian average, resulting in a funding shortfall of \$872m per year on services that could prevent illness and hospitalisations.

This under-investment costs the NSW hospital system over \$1.1b per year making wait times worse.

Over \$2.5b in 2021-22 was lost due to fraud in Australia's Medicare Benefits and Pharmaceutical Benefits Schemes.

The report added that overservicing driven by a reliance on fee-for-service funding models is leading to more waste across the system, the union concluded.

### Today's issue of PD

*Pharmacy Daily* today features three pages of news as well as a cover wrap from Beezwax.

### Legal team-up

**BEEZWAX** joins forces with Yarra Lane who can provide guidance at times of complex and unexpected events.

This should lead to more efficiency and enhanced customer support.

See **cover page**.

How do you safeguard your business and patient data from cybercrime?



**VIEW GUIDE**

**FRED**

### Frictionless tech for special needs

**TRANSPORT** for New South Wales is evaluating emerging frictionless ticketing technology to make travelling on public transport easier for People with Disability after a report confirmed that a significant number of people are having difficulties with public transport ticketing.

For instance, for people with

a mental or physical disability, using public transport can be a stressful experience and concerns about having the right ticket ready and finding access to the platform added to this stress, the report said.

The initiatives include using biometric tools including facial and voice recognition, and 5G smart phone-based technologies.

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## Wong disbarred

**THE** Health Care Complaints Commission prosecuted a complaint against pharmacist Chun Wah Wong before the NSW Civil and Administrative Tribunal.

It was alleged that on 21 Jan 2020, while working at Bowens Pharmacy Wyoming, NSW, Wong removed medication from the Return of Unwanted Medicines bin and took it home, and provided misleading, inconsistent and/or untruthful information to the Pharmacy Council and the Health Care Complaints Commission during the investigation of his conduct.

It was also alleged that Wong did not have the sufficient physical or mental capacity to practise pharmacy.

In its decision of 03 Feb, the Tribunal found the complaint proven.

The Tribunal found that the practitioner was guilty of unsatisfactory professional conduct and professional misconduct.

The Tribunal also found that Wong was not competent to practise and was otherwise not a suitable person to hold registration.

The Tribunal cancelled Wong's registration and imposed a non-review period of two years.

The full decision can be found [HERE](#).



## Bayer's new partnership

**TODAY** Bayer in partnership with pharmacy eLearning platform iTherapeutics launched the 'BayerPharmac@demy'.

This partnership will provide on-demand training to pharmacy staff on a range of consumer health products across multiple categories.

From allergy education to daily energy, period pain, digestive health, fungal infections, and nutrition during pregnancy; the 'BayerPharmac@demy' offers free, educational modules on everyday health topics.

Once the user completes a 'Learning Plan' consisting of three to six modules, they will win iReward points which can be used to redeem e-cards usable at top retailers, supermarkets and cinemas.

The first Learning Plan 'Nutrition in Pregnancy, and the first 1,000 days' is also out today, with new learning plans to be released each week leading up to the APP 2023 Conference on the Gold Coast, where Bayer will have a stand to demo the eLearning platform.

Presented in an interactive and gamified interface, the BayerPharmac@demy can be accessed via a desktop or mobile device.

The hub provides high-quality, evidence-based information, interactive quizzes, videos, and product fact sheets to cater to a variety of learning styles.

Rodney Stosic, Head of Medical Consumer Health at Bayer, said: "In line with our vision 'Health for all, hunger for none' Bayer continues to look for opportunities to improve



everyday health for Australians including supporting those at the front line with what they need to make this possible.

"We have analysed our market research to pinpoint exactly what support pharmacy staff need.

"They have told us they need short and easily accessible training opportunities with over half of staff surveyed<sup>1</sup> indicating that training needs to be complimented with incentives."

iTherapeutics, owned by UnityHealth, currently reaches 95% of pharmacies across Australia with a membership of more than 50,000 pharmacists and pharmacy assistants.

UnityHealth CEO Peter De Lorenzo said: "Our innovative programs have been shown to significantly increase confidence levels in pharmacy staff from before to after training.

"We aim to provide a richness of content and education in one place across a large range of categories so that pharmacy staff are equipped to discuss various conditions and optimal treatment options with their patients," De Lorenzo concluded.

1. Bayer Pharmacy Assistant and Pharmacist Training Research, Dec 2021 (n=200)

**Pictured:** website's landing page.

## VR works on pain

**A VIRTUAL** reality (VR) exercise session may be as effective as telehealth appointments at providing short-term pain relief for women diagnosed with endometriosis, according to the results of a new study.

Twenty-two Australian women experiencing pelvic pain due to endometriosis were included in three groups for the study which consisted of a VR exercise group, a telehealth exercise group, and a control group.

Flinders University Exercise physiologist, Senior Lecturer, Dr Joyce Ramos, says this is the first randomised controlled study to compare the potential benefits of a single telehealth appointment and VR-delivered exercise session on pelvic pain in women with mild-to-moderate endometriosis.

"Our study suggests that a single bout of a 'self-managed' VR-delivered exercise may be as effective as a single session of supervised telehealth-delivered exercise in providing immediate relief from pelvic pain associated with endometriosis.

"These findings are consistent with a previous study which demonstrated that a 10-to-20-minute VR session was able to alleviate pain in participants with chronic pain and endometriosis," Ramos concluded.

To find out more about this study [CLICK HERE](#).

## DRAW THE LINE... when it comes to Vitamin Supplements



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## Dispensary Corner

**GOOGLE** has announced its AI chatbot Bard - a rival to OpenAI's ChatGPT - that's due to become more available to the public in the coming weeks.

But the bot isn't off to a great start, with experts noting that Bard made a factual error in its very first demo.

A major problem is that ChatGPT and Bard tend to confidently state incorrect information as facts.

The systems 'hallucinate', that is, make up information, because they are essentially autocomplete systems.

Rather than querying a database of proven facts to answer questions, they are trained on huge corpora of text and analyse patterns to determine which word follows the next in any given sentence.

In other words, they are probabilistic, not deterministic - a trait that has led one prominent AI professor to label them as "bullshit generators", reported *Verge*.

Further, two researchers have discovered a cluster of strange keywords that will break ChatGPT, and nobody's quite sure why.

These keywords or 'tokens', include Reddit user names and at least one participant of a Twitch-based Pokémon game.

When ChatGPT is asked to repeat these words back to the user, it is unable to, and instead responds in a number of strange ways such as evasion, insults, bizarre humour, pronunciation, or spelling out a different word entirely, *VICE* reported.

## Slims pack for the planet

**MERCK** has announced its new Slim Pack fertility medication packaging that's reduced in size for customer and patient convenience and environmental impact.

The new packaging provides 40% smaller packaging for Merck's fertility medication pens.

By taking up less refrigerated space in the clinic and at home, the Slim Pack should improve portability, efficiency, and convenience along the entire value chain, and also for patients.

Merck says the fertility products remain unchanged, and are now contained within a redesigned, smaller package to be distributed more sustainably.

Josie Downey, Managing Director, Merck Healthcare ANZ explained that the new packaging is made of 100% recyclable cardboard, and "when it comes to fertility treatment, the ANZ team is

committed to smaller footprints.

"By swapping the plastic tray component for a cardboard alternative in our fertility packaging we are saving 180 tons of plastic waste per year - that's enough plastic to cross the Sydney Harbour Bridge more than seven times!

"The pack design is 40% smaller and will also help to lower our carbon footprint by 33%," she added.

Slim Pack will play an important role in lowering Merck's annual CO2 emissions, an important business priority stemming from

the company's Sustainability Strategy.

The pack size reduction positively impacts the supply chain process, as less cold storage space allows more products to be transported in fewer shipments.

With that, space savings are expected to be up to 55% per pallet, Merck concluded.



## Healthy migrant effect for some not all

**THOSE** from Australian-born backgrounds generally have a higher prevalence of long-term health conditions than other Australians, says a report by the Australian Institute of Health and Welfare (AIHW).

However, the data shows that some groups of culturally and linguistically diverse Australians have a higher prevalence of specific long-term health conditions and a lower prevalence of other conditions than the Australian-born population.

The AIHW spokesperson Claire Sparke, said: "On average, migrants to Australia have a lower prevalence of long-term health conditions, which is sometimes referred to as the 'healthy migrant effect.'

"But this is not the case for all migrants."

The study, [Chronic health conditions among culturally and linguistically diverse Australians, 2021](#), drilled into 10 chronic conditions by country of birth, time since arrival and so forth.



## Weekly Comment

Welcome to *Pharmacy Daily's* weekly comment feature.

This week's contributor is

**Narelle Forsyth**, Regional Sales Manager, Omnicell Australia.



## Reducing the impact of staff shortages

**STAFF** shortages are impacting pharmacies nationwide and the remaining staff are having to pick up the extra work to cover the load.

How do you reduce the impact of staff shortages?

Automating your dispensary will provide an additional resource for inventory management, while reducing picking errors and streamlining your workflow. A robot that works around the clock to create efficiencies you've never seen before, especially during peak times.

Now is the time to take advantage of the great deals available with dispensary automation, the benefits are too good to ignore.

Making the right automation choice is even more important than the decision to automate in the first place, making the wrong choice could cost you for years to come. The answer is simple, do your research, weigh up your options and think long term, as you don't want to outgrow your investment.

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