



St Vincent's

*Continuing the Mission of
the Sisters of Charity*

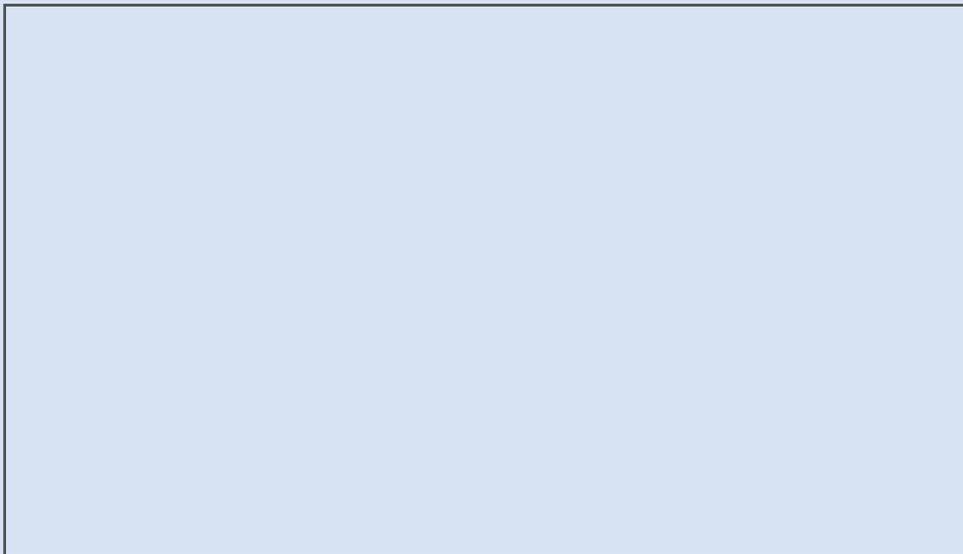


How to contact us

We are open from 8:30am to 5:00pm Monday to Friday.

Your contact person is:

Phone: (03) 9288 2013 or (03) 9288 2392



*Outreach Medication Review
(OMR)*

Information for clients and carers

May 10

Mission

Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity

What is the Outreach Medication Review (OMR) program?

The OMR program is a service for people who are prescribed medicines to use at home.

OMR aims to help you:

- understand your medicines
- take your medicines the right way
- know when to see your doctor to have your medicines checked.

Who will come to see me and what will they do?

An OMR pharmacist from St Vincent's will come to your home to talk about medicines. The pharmacist will:

- talk about your medicines
- answer your questions about medicines
- check if you are getting the most benefit from your medicines
- show you other items to help you use your medicines
- talk to you about other services that may be able to help you.

How long will the appointment take?

The pharmacist will usually be at your house for 1 hour.

How much will it cost?

There is no cost.

Can I ask for an interpreter?

Yes. We can organise an interpreter for you.

What do I need to do?

You will need to show the pharmacist all of your medicines. This includes:

- medicines prescribed by your doctor or the hospital
- medicine that you bought without a prescription
- anything else that you take for your health.

The pharmacist will ask to look at your prescriptions.

What happens after the appointment?

The pharmacist will send a letter to your doctor and your local pharmacist about the home visit. This will include a complete list of the medicines you take.

The pharmacist may refer you on to another service if you need help with something else. This will be discussed with you before a referral is made.

How do I make a complaint or give a compliment about the service?

You can call the program manager on (03) 9288 4443.