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## Medication Therapy Management Services: Documenting Pharmacy-Based Patient Care Services

**REVIEWERS: Daniel E. Buffington, PharmD, MBA; Marialice S. Bennett, RPh, FAPhA**

### Program Preview

Documentation is a vital component of any pharmacy-based patient care service. Appropriate documentation is essential for high-quality patient care, and serves many other important functions, ranging from communications with other health care providers to serving as a legal record of care provided. Several structured documentation formats are in use today. The use of SOAP notes to track patient progress is widespread in the health care field, and many pharmacists are adopting this tool for their patient care services. However, SOAP notes are only one component of a comprehensive documentation system. Pharmacists should assess all of their documentation needs when selecting and/or developing a system for their practice. When implementing a service, pharmacists should consider the various roles that documentation plays, as well as determine and establish an infrastructure and process for creating and maintaining documentation. This monograph serves to provide an overview of the documenting process for pharmacy-based patient care services and assist the pharmacist in the creation and organization of a structure to facilitate this process.

### Learning Objectives

After reading this monograph, the pharmacist will be able to:

- Describe examples of standardized formats for documenting patient care services in patient charts.
- List the components of SOAP documentation and explain information elements within each component.
- Identify key elements of data to document in a given patient case and structure the documentation

"Medication Therapy Management Services: Documenting Pharmacy-Based Patient Care Services" is a home-study continuing education program for pharmacists developed by the American Pharmacists Association.

in a medically appropriate format.

- Explain the legal requirements for proper documentation of patient care services, requirements for the maintenance and protection of records, and legal ramifications for failure to comply.
- Describe quality measures that can be used to evaluate the outcomes of MTM service delivery.



### ● CE Credit

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The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.



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### ● Financial Disclosures

Daniel E. Buffington, PharmD, MBA, declares no conflicts of interest or financial interests in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

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