



18th August 2023.

Dear Residents, families, and friends,

Electronic Medication Management – coming soon to Narrabri.

As part of our continuous quality improvement program, Whiddon Narrabri will be introducing a new electronic medication management system BESTmed in September.

The BESTmed System was developed after extensive consultation with key stakeholders, including Aged Care Consultants, Doctors, Registered Nurses, Care Staff and Pharmacy Staff.

The system offers many benefits including:

- ✓ Electronic Charting (BESTdoctor)
- ✓ Electronic Administration & Ordering (BESTdose)
- ✓ Simplicity & Flexibility
- ✓ Minimal Manual Handling of Medication
- ✓ Time Saving for Nursing Staff & Doctors
- ✓ A System that is User Friendly

BESTmed offers a complete Medication Management System for Residential Care Facilities offering consistency and peace of mind. There will be **no cost** to residents and their families for this system and residents will continue to pay for their personal medication and prescription costs and other pharmaceutical items.

We have been advised that the fees and charges that Whiddon pays for the Webster packing process and other services provided by our Pharmacy partners will increase. We understand and support a reasonable increase in fees and charges however we are not in a position to accept an increase of 150% and with that in mind we advise everyone that our preferred Pharmacy Partner is Narrabri Pharmacy. This is because, Narrabri Pharmacy has agreed to use the new BESTmed System, while retaining affordable fees and other charges for weekly prescription packing.

While residents do have the right to choose which Pharmacy they would like to use we are confident that residents and families will support our decision to make the best financial and service delivery decision for both Robert Young and Jessie Hunt.

We will discuss this further with residents who are not currently with our preferred Pharmacy partner. If you have any questions regarding this new system, please do not hesitate to contact Renuka, Gladys or Carla for further information or assistance to transfer across to Narrabri Pharmacy.

Kind Regards

A handwritten signature in dark ink, appearing to read 'Sally Renshaw'.

Sally Renshaw

Regional General Manager – Greater Sydney & Far West NSW