

Clinical Pharmacy Services 2007-2008
Internal Medicine Clinic
Regional Medical Center at Memphis

Staff:

Gale Hamann, Pharm.D, BCPS, CDE	phone: 545-8860	pager: 790-9145
Jennifer Campbell, Pharm.D., CDE	phone: 545-8242	pager: 790-9809
Christa George, Pharm.D., BCPS, CDE	phone: 448-1137	pager: 769-1783
Kristie Ramser, Pharm.D., CDE	phone: 545-6252	pager: 790-0132
Karen Myers, RPh, CDE		
Emily Sample Spiceland, PharmD		pager: 790-9458

Ambulatory Care Pharmacy Residents:

Lauren Tucker, Pharm.D.	phone: 545-7866	pager: 790-9154
Dipika Patel, Pharm.D.	phone: 545-7866	pager: 790-9808

Protime (Anticoagulation) Clinic:

This clinic operates 4 half days a week (Mon AM, Tues AM, Wed PM, Thurs AM) and manages approximately 250 patients requiring anticoagulation with warfarin or low molecular weight heparin. This clinic is staffed by Dr. Hamann, Dr. Campbell, Dr. George, and the residents. Patients seen in this clinic must have their primary care in the Medplex Medicine clinic! Patients have their PT/INR values monitored for warfarin at least monthly. Patient visits are recorded in the chart, as well as in an electronic database specifically for the Protime Clinic with doses and labs recorded. When patients are seen by their Medicine resident, it is expected that their level of anticoagulation will be evaluated at that visit.

HELP (Hypertension, Endocrine, Lipid Program) Clinic:

This clinic operates 2 half days a week (Mon PM and Fri AM). It is staffed by Dr. Hamann, Dr. Campbell, Dr. George, and the residents. This clinic is a risk reduction clinic for patients with hypertension, diabetes, and/or hyperlipidemia. Patients with these uncontrolled disease states are seen on a referral basis from the Medplex Medicine Clinic. These patients require a higher level of management than those seen in the RN Clinic. Patients are evaluated and their compliance with their current regimen is assessed. Medications are initiated or titrated accordingly to optimize control. Patients also receive education on their disease states, lifestyle modifications, and medications. They are seen as often as necessary until their next Medicine visit or until their disease entity is controlled; whichever comes first.

Diabetes Self-Management Education Training Program:

This program is accredited by the American Diabetes Association for complete education of patients with newly diagnosed or poorly controlled diabetes. Patients are referred to the program from the Medplex or the Loop Clinics operated by the MED. Referral forms are available in the Medicine staff rooms and specific training can be ordered. Criteria for referral include the diagnosis of diabetes (NOTE pre-diabetes is not a diagnosis that Medicare will reimburse for education). The program is divided into 2 five hour classes that meet on Mondays, Tuesdays or Wednesdays from 8:45 a.m. to 2 p.m.. Lunch is served during class. Patients set goals for behavior modification during class, and are followed up by phone 4 to 6 months later. Instructors

include 3 clinical pharmacists (Dr. Hamann, Dr. Campbell, Dr. Myers), 1 nurse (Christine Brown), and 1 dietitian (Madeleine Walker). All pharmacists are Certified Diabetes Educators.

Clinical Pharmacy Consultative Services:

Clinical pharmacists are available during Medicine Clinics for consultation on pharmacotherapy issues, TennCare formulary issues, TennCare prior approval process, Medicare Part D issues, or patient education (Dr. George-Monday AM; Dr. Spiceland-Monday PM and Friday AM; Dr. Ramser-Tuesdays and Thursdays). They will also be targeting patients being seen by their primary care provider that have uncontrolled diabetes (A1c > 9) to provide intensive education and medication review.