

## **Supplementary Materials**

### **Medication Communication Activities – Roles and Pathways**

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Developing a medication communication framework across continuums of care using the Circle of Care Modeling approach, BMC Health Services Research, 2013.

#### **Medication Communication Activity Tables:**

- Combined activities
- Determine Need
- Prescribe
- Dispense
- Administer
- Monitor/evaluate
- Coordinate







**Medication Communication Activity - Communicate DISPENSE: Roles and Pathways. Represents 36 pathways between 14 roles.** Light blue boxes represent one connection (e.g., Patient --> Medical Office Assistant); whereas, dark blue boxes represent two connections within roles (e.g., communication between two (or more) Medical Office Assistants within the same clinic).

	Patient	Family physician	Specialist physician	Walk-in clinic doctor	Pharmacist	Pharmacy technician	Pharmacy delivery	Pharmacist (other pharmacy)	Pharmacy technician (other pharmacy)	Home and Community Care Nurse	Emergency Room doctor/Physician on duty	Hospital ward doctor	Hospital ward nurse	Pharmicare	
<b>Patient</b>															5
<b>Family physician</b>															3
<b>Specialist physician</b>															1
<b>Walk-in clinic doctor</b>															1
<b>Pharmacist</b>															11
<b>Pharmacy technician</b>															5
<b>Pharmacy delivery</b>															2
<b>Pharmacist (other pharmacy)</b>															1
<b>Pharmacy technician (other pharmacy)</b>															1
<b>Home and Community Care Nurse</b>															1
<b>Emergency Room doctor/Physician on duty</b>															1
<b>Hospital ward doctor</b>															1
<b>Hospital ward nurse</b>															1
<b>Pharmicare</b>															2
	5	3	1	1	11	5	2	1	1	1	1	1	1	2	<b>36</b>





<b>Medication Communication Activity - COORDINATE Communication: Roles and Pathways. Represents 36 pathways between 15 roles.</b> Light blue boxes represent one connection (e.g., Patient --> Medical Office Assistant); whereas, dark blue boxes represent two connections within roles (e.g., communication between two (or more) Medical Office Assistants within the same clinic).	Patient	Family physician	Specialist physician	Walk-in clinic doctor	Previous provider	Pharmacist	Medical Office Assistant	Walk-in clinic Medical Office Assistant	Specialist Medical Office Assistant	Previous Provider Medical Office Assistant	Family member	Home and Community Care Nurse	Community Health Centre Nurse	Home laboratory services	Payor	
<b>Patient</b>	1															<b>3</b>
<b>Family physician</b>		1														<b>1</b>
<b>Specialist physician</b>			1					1								<b>1</b>
<b>Walk-in clinic doctor</b>				1												<b>1</b>
<b>Previous provider</b>					1					1						<b>1</b>
<b>Pharmacist</b>						1										<b>1</b>
<b>Medical Office Assistant</b>	1	1				1	2	1	1	1	1	1	1	1	1	<b>13</b>
<b>Walk-in clinic Medical Office Assistant</b>	1			1			1									<b>3</b>
<b>Specialist Medical Office Assistant</b>	1		1				1				1					<b>4</b>
<b>Previous provider Medical Office Assistant</b>				1			1									<b>2</b>
<b>Family member</b>								1								<b>2</b>
<b>Home and Community Care Nurse</b>							1									<b>1</b>
<b>Community Health Centre Nurse</b>							1									<b>1</b>
<b>Home laboratory services</b>							1									<b>1</b>
<b>Payor</b>							1									<b>1</b>
							1									<b>36</b>