

# Providing TLC to surgical patients

## Advanced Scope Technician Led Counselling

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### Background

Advanced-scope technicians play an important role in supporting and delivering care to patients. At STARS hospital an advanced-scope technician role was established to support patient access to medicines on discharge from the PACU day-unit. Post-Acute Care Unit (PACU) is a recovery space where surgical day-patients are transitioned after surgery prior to discharge. This is a novel role, previously undocumented in Australian literature.

### Objective

The aim of this initiative was to provide a multidisciplinary service to patients discharged from the surgical day unit.

The objectives were to:

- Facilitate technicians working to a full-scope and advanced-scope.
- Facilitate improved and efficient access to medicines for patients on discharge.
- Develop an appropriate credentialling tool to support technician led counselling (TLC).



### Action



### Evaluation



### Discussion

TLC has had a large impact on patient flow and allowed the pharmacist role to expand to other responsibilities beyond ophthalmology counselling. The initiative is well received by patients and by nursing staff, who historically have predominately provided day-surgery discharge counselling. It is anticipated that this role will be expanded out to include analgesic counselling in 2023.

### Contact us

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