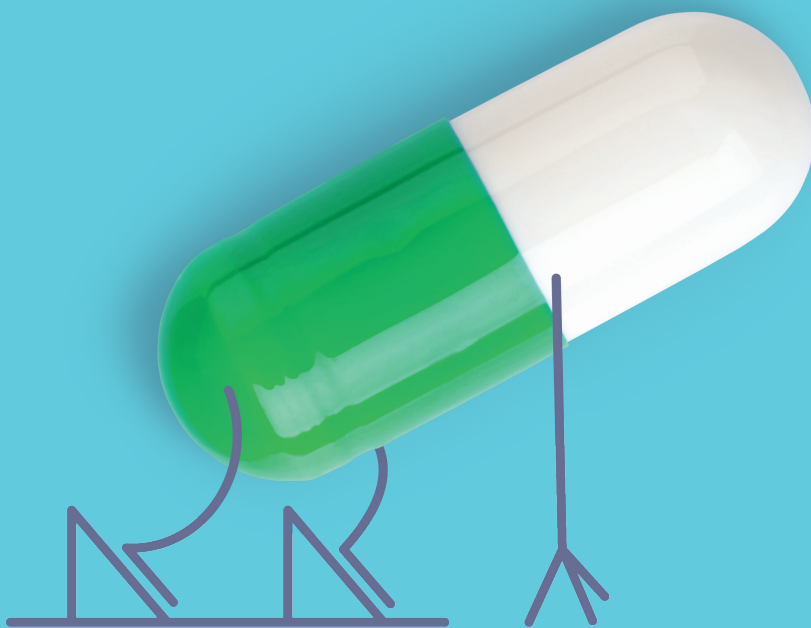


Start treatment safely.



What is myCare Start

What is myCare Start?

myCare Start is a service designed to support people starting new long-term medications. Your pharmacist will provide you with professional support, in collaboration with your doctor, to help you start your medication with confidence.

Who is myCare Start designed for?

The service is available to anyone starting a new medication prescribed by their doctor for cardiovascular disease, hyperlipidaemia (high blood cholesterol levels), diabetes, respiratory diseases (asthma or COPD), or depression.

How can myCare Start help me?

A new treatment requires new habits to be introduced into daily activities, which may look easy but are often not. Open discussions with your pharmacist will help you to better understand and manage your treatment. In a nutshell, your pharmacist will be there to listen to you and help you get the most out of your new medication.

This new service does not replace a consultation with your physician, rather it adds professional support to your care. Your physician will also be informed of your participation, ensuring seamless coordination in your care.

How does myCare Start work?

Your health and well-being are our priority. Ensuring a good start in treatment, making sure the medication fits into your life, and empowering self-management are essential.

myCare Start consists of two 10-minute, personalised sessions with your community pharmacist within the first six weeks of starting your new treatment.

When you receive your new medication, your pharmacy will present this service to you. The service takes place in two stages:



Getting involved with myCare Start

Step 1

First interview: this interview takes place in a private room in the pharmacy, 7 to 14 days after you had your new prescription dispensed at the pharmacy. If you wish, this consultation can also take place by telephone

Your pharmacist will discuss with you how best to manage your new medication and identify any problems issues and/or you may have. We encourage you to ask any questions you like about your treatment. If you have any problems, your pharmacist will work with you and your physician step-by-step to find solutions and decide together what to do next.

At the end of the interviews, a report is sent to your physician. This helps maintain a coordinated approach to your care and allows your doctor and pharmacist to support you further if needed.

For both consultations, you may be accompanied by a family member, friend, or your caregiver.

Step 2

Second interview: This takes place approximately 2 to 4 weeks after your first interview either in person or over the phone. This session is a chance to review your experience with your medication so far. Together with your pharmacist you will discuss any new concerns that may have risen and adjust strategies if needed to help you feel more comfortable in managing your medication. By the end of this consultation, you should be better equipped to confidently



Getting involved with myCare Start

How can you prepare for your interviews with the pharmacist?

You can prepare by:

- writing down the questions you want to ask about your new medication.
- by listing all your concerns about your new medication.
- by taking, to the pharmacy, your medication or any tool or device you are using to take your medication.

Watch the video explaining myCare Start:



How you can be involved in the evaluation of myCare Start?

Research is an important part to developing health services like myCare Start and ensuring they stay in practice to better serve you and the community. A study is currently underway evaluating myCare Start and is being led by the University of Geneva. If you would like to get involved and contribute, please speak to your pharmacist to understand how.

If you have any questions or would like further information, please speak to your pharmacist or physician.



Alternatively, you can contact myCare Start research team of University of Geneva for more information at mycarestart@unige.ch or via the service line: +41 (0)22 379 12 86 (French) +41 (0)22 379 58 09 (German)