Pharmacy Informatics

Leveraging Pharmacy Informatics to Keep Health System Patients in Health System Pharmacy: Ambulatory Clinic Edition

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Focus of this Presentation

- Pharmacy Verification Queues for Prescriptions

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Interventions to Increase Ambulatory Clinic Prescription Capture

Tip sheet: Why our pharmacy services are the best...

Script: Instead of what pharmacy would you want us to send to...

Your Pharmacy Making it Safer, Faster, Cheaper for our patients. Fill now

Your Clinic

Your Pharmacy

EHR Referral

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Chmielewski E, Cesarz JL. A framework to increase prescription capture from health-system clinics. Am J Health Syst Pharm. 2020 Apr 1;77(8):658-662. doi: 10.1093/ajhp/zxaa023. PMID: 32160275.
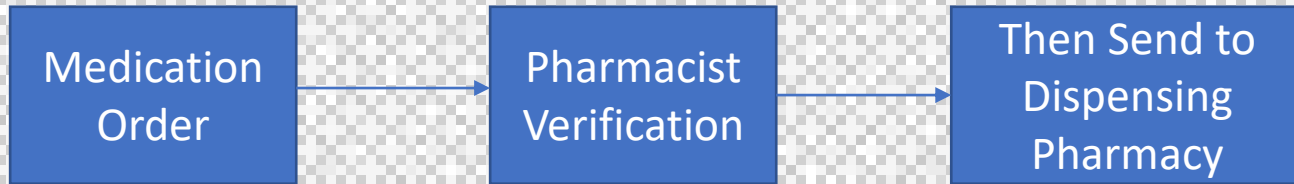
Challenges

- Dependent on clinic staff promoting pharmacy services
  - Providers and staff don't tend to be great salespeople
- Referral orders and/or other communication tools built in the EHR are usually asynchronous with prescribing
  - Clinic staff must remember to do this task in addition to the prescribing of the Rx
- Scalability
- Patient perspective
  - Loyalty
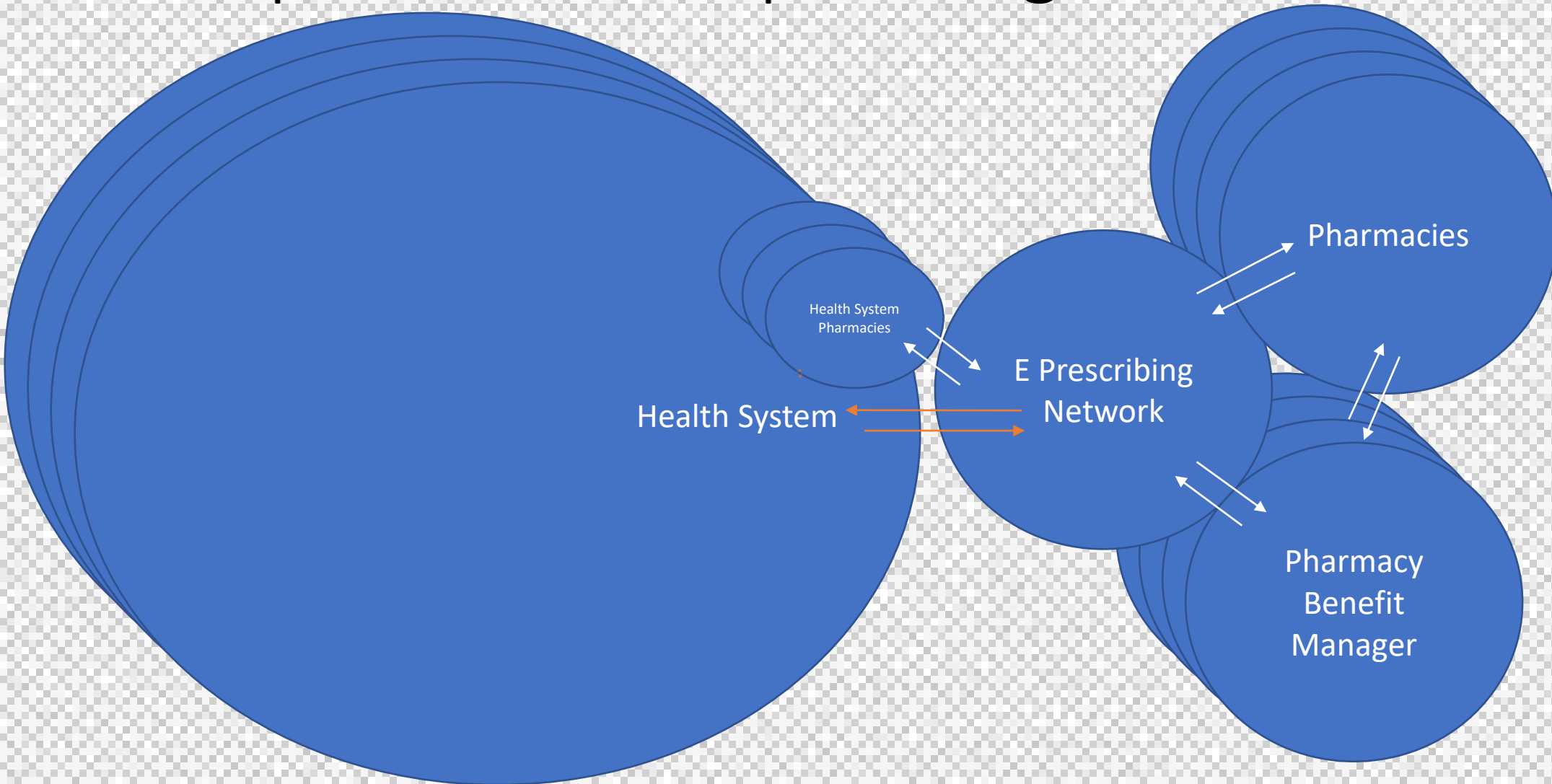 - Perceived cost-savings, convenience, customer service, etc

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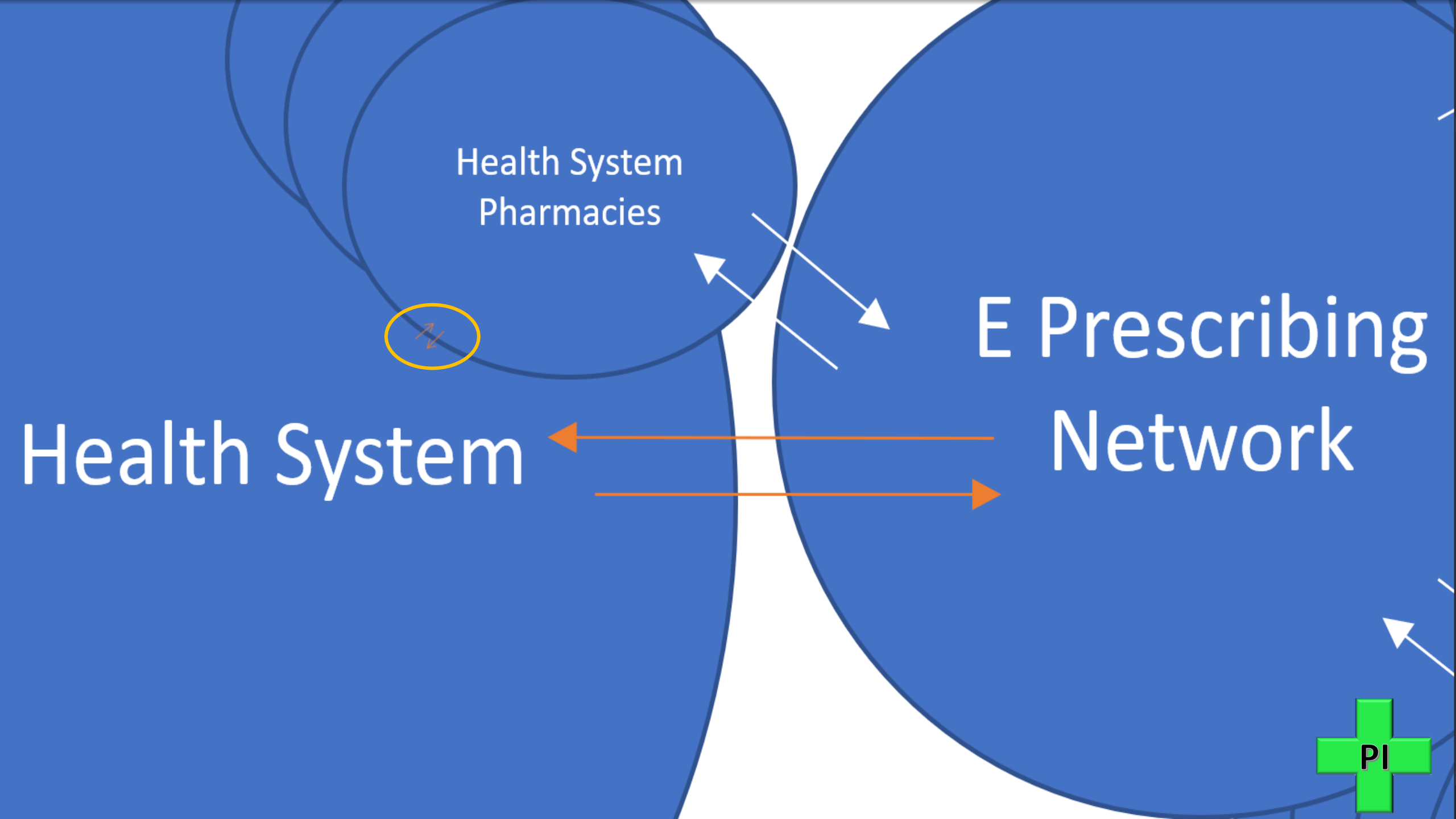
Observations From the Hospital Side

Medication Order	→	Pharmacist Verification	→	Then Send to Dispensing Pharmacy

- Why not emulate that?

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Outpatient Prescription Big Picture

Design Considerations for Setting Up the Outpatient Medication Verification Queue: Ordering Phase

- My Experience

- Based on the combination of the following components
  - Qualifying order question/prompt/button

    +

  - Linked to specified medication records

    +

  - Qualifying department

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Design Considerations for Setting Up the Outpatient Medication Verification Queue: Ordering Phase

- Two possibilities
  - Opt-in
    - Allow the ability for providers to send outpatient prescription to the verification queue based on different available services
      - Targeted medications, departments, etc
      - All medications
  - Opt-out
    - Default select outpatient prescriptions to always be sent to the verification queue

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Design Considerations for Setting Up the Outpatient Medication Verification Queue: Verification Phase

- My Experience

- Security
  - Consider who will be working the queues
    - Some services are not clinical in nature, so you are likely looking up opening non-traditional access to verification queues for non pharmacists

- Same old verification queue used in inpatient
  - Just added new filters
  - Department-based

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Outpatient Order Questions

Medication Order

New Medication Prescription
Apharmacillin 500mg Capsules

X

Take 1 Capsule(s)

Route: By Mouth

Frequency: Twice Daily

Additional Instruction: With Food.

Select for: Rx Benefits Inquiry   Rx Consult

Note to Pharmacy:

Prescribe

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Outpatient Verification Queue

Verification Queue

Dispensing Pharmacy

Benefit Inquiry Verification Queue

Patient X · Apharmacillin 500mg · Pending Verification

OR

RPh Consult Verification Queue

Patient X · Apharmacillin 500mg · Pending Verification

OR (When no selection occurs)

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Possible Use Cases

- Reasons to send to a queue
  - Benefits inquiry
  - Consult services (clinical, cost savings, education, etc)
  - High-risk therapy/risk of admission
  - Risk of readmission
  - Medication adherence and compliance packaging
  - Additional supplies
  - Long-term medications
  - Acute medications
  - All medications
  - Probably endless considerations

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Overall Benefits of the Verification Queue

- Independent of initial pharmacy selection
- Makes providers job easier
- Reduces barriers for Rx capture
- Safer than sending a Rx to pharmacy with the note, "Just checking what the co-pay is, thx"
- Promotes and integrates pharmacy service
- Leverage centralization

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So, You are Capturing Prescriptions in a Queue, Now What?

- Need dedicated staff and ability to interact with patients
- Depends on what you are capturing, where services are happening, and why!
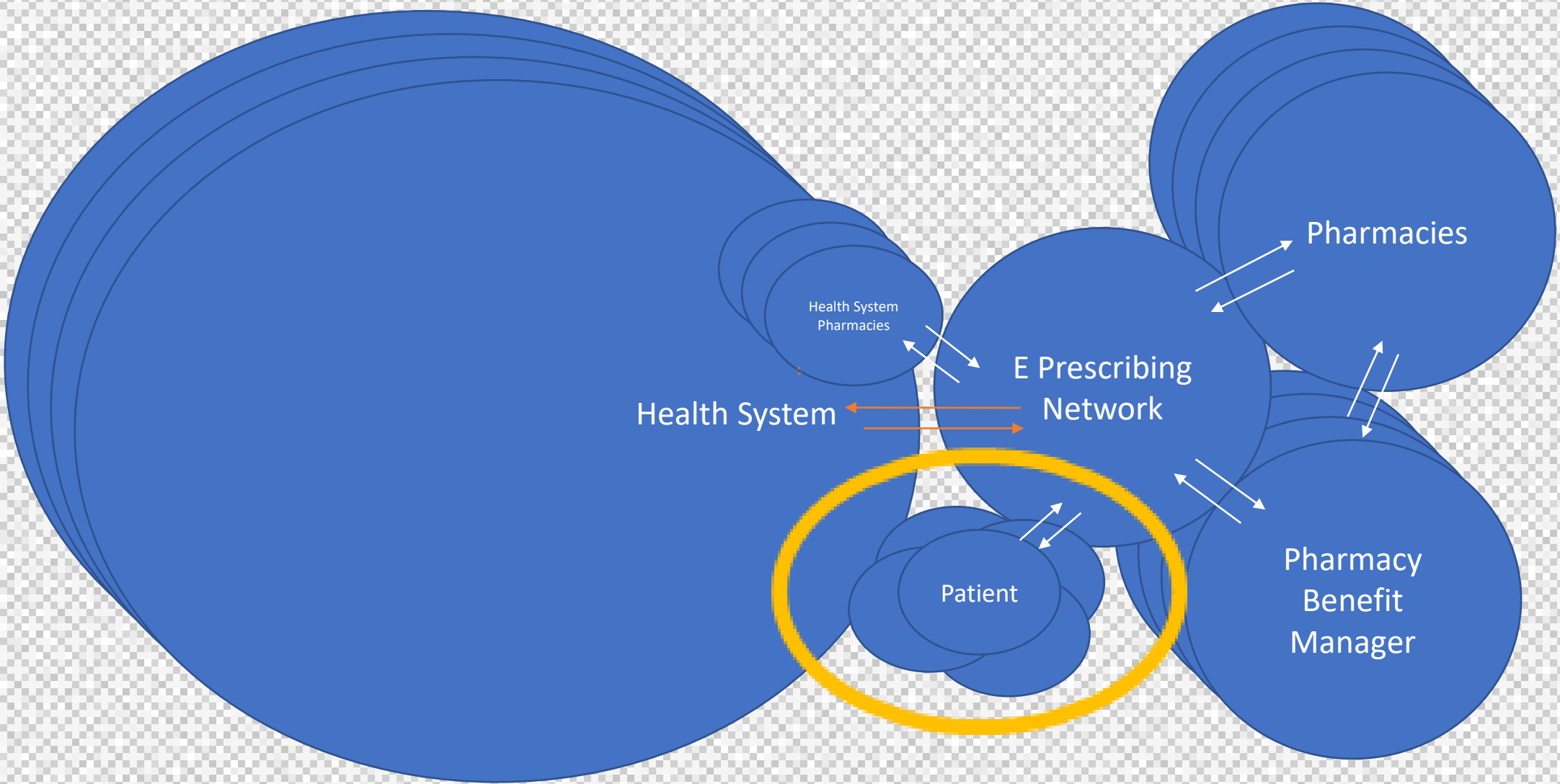- Specialty medications
- Other scenarios

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It's All About Capture

- Capture wasted time away from providers
- Capture patients away from readmissions
- Capture near misses

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New Player in the E-RX Network

Pharmacies

Health System Pharmacies

E Prescribing Network

Health System

Patient

Pharmacy Benefit Manager

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Good Luck

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