

# UNM Hospitals 4ACC Outpatient & Discharge Pharmacy

Meds to Beds Service / e-Prescribing

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# UNMH 4ACC Outpatient & Discharge Pharmacy

Located on the 4<sup>th</sup> floor in the main hospital

## Operating Hours

Monday – Friday 0800 to 2000

Saturday 0800 to 1800

Sunday 0900 to 1700

Open 0900 to 1700 on all Major Holidays

## Full Outpatient/Retail Pharmacy Services

## Meds to Beds Service

The primary goal of this service is to improve patient outcomes by providing our patients the medications they need when transitioning to from an inpatient to an outpatient. By proactively identifying potential barriers to discharge medication acquisition and/or adherence, we aim to decrease the potential for readmission to the hospital.

# We Need Your Help!

We've streamlined our process and currently deliver to bedside with a median total processing time of under 60 minutes and a mean of 120 minutes.

We want to improve on those outliers and need your help!

# Challenges & Opportunities

- Misinformation about the Meds to Bed Pharmacy Service
    - Outpatient Service, not part of the inpatient stay
      - Patient will receive a separate bill for prescriptions
    - Prescription Insurance Benefit billed
- NOT FREE TO THE PATIENT
- Patient is responsible for the full price of the medication if not insured or medication is not covered
    - This includes medications with prior authorizations that have been denied and dispensed

# Challenges & Opportunities

- >20% rework rate once prescriptions have been received by the Discharge Pharmacy
  - Prescriptions not written to payor audit standards
    - Use as directed
    - Incorrect quantity due to math errors
  - Add on prescriptions
    - Out for delivery and additional medications ordered
  - Some prescriptions electronically sent and some printed
  - Prescriptions that were sent in, fully processed and ready for delivery, only to be cancelled right before discharge and reordered exactly the same by a different provider
    - We have to totally reprocess under the new providers credentials to align with all governing regulations

# Challenges & Opportunities

- >20% cancellation rate once prescriptions have been received by the Discharge Pharmacy
  - Prescriptions electronically sent to multiple Pharmacies
    - Whoever bills first wins!
  - Prescriptions electronically sent to Pharmacy and also printed/given to the patient
    - Patient confused as to what the next steps are
    - Potential for duplicate therapy
    - Reprinted prescriptions are for informational purposes only
- Patients leave before meds are delivered
  - Not informed they have medications coming
  - Given an unrealistic time frame
  - Discharged to a SNF

# Challenges & Opportunities

- Ideal Process Timeline
  - Patient identified for discharge
  - Discharge medications written and sent to the pharmacy
    - Send as early as possible but not too soon if discharge medications might change
  - Pharmacy processes prescriptions as soon as received
    - Each patient is new and has to be registered, insurance benefit researched, and DUR performed
  - Prescriptions ready and are pending delivery to bedside
  - Discharge Order placed and delivery is attempted
  - Patient receives medications at bedside, is counseled on medications, and is ready to leave with meds in hand

# Solutions & Initiatives

- 4ACC DeliveryRx Tracking Board

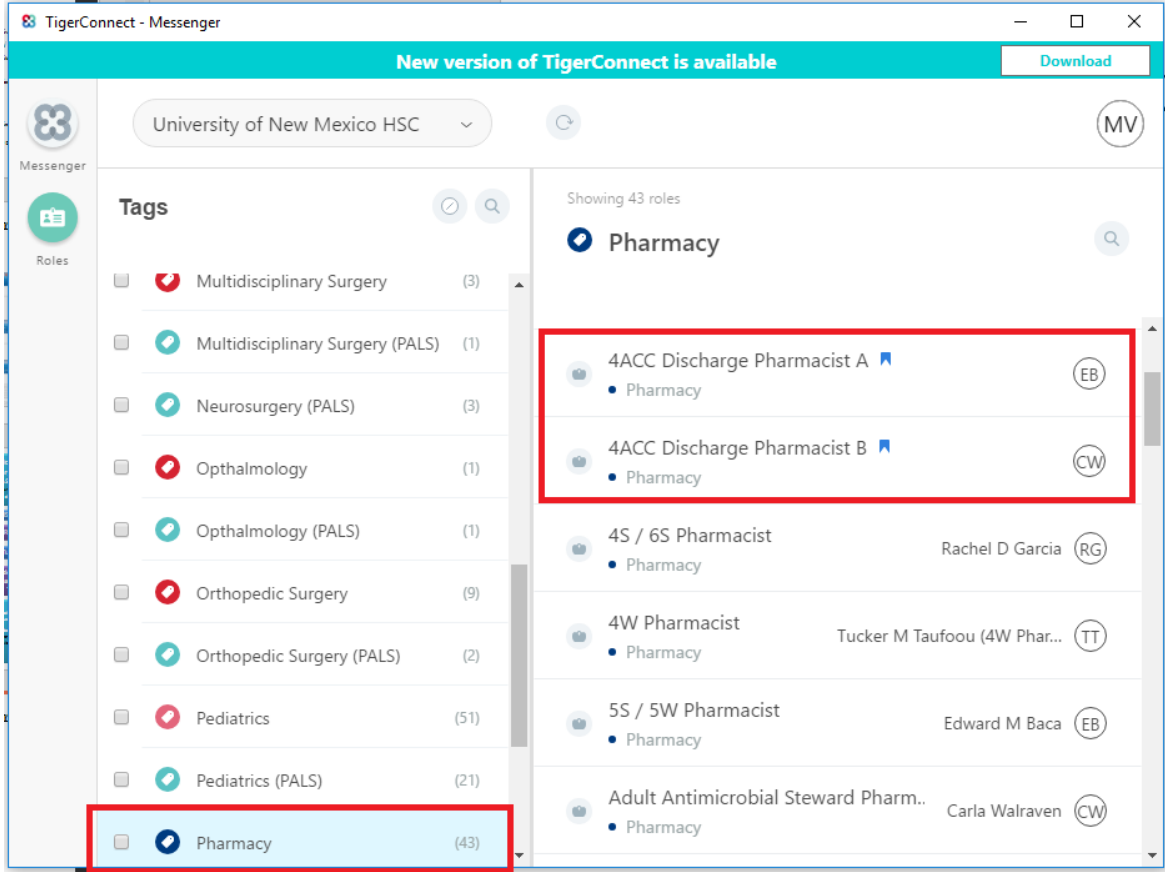
The screenshot displays the 'Daily Log Sheet' interface for DischargeRx. At the top, there is a navigation bar with 'Discharge RX', 'Daily Log Sheet', 'Enter Patient', 'Update Patient', 'Reports', 'Help', and 'Configurations'. Below this, the page title is 'Daily Log Sheet' with a 'Last Update: 10/06/20 09:24:34' and a 'refresh in 106 seconds' button. A date selector shows '10/06/2020' with 'Today' and 'Yesterday' options. The main table has the following data:

Name	MRN	Location	# of Rx's Req/Unfilled	Order Comments	Status	RX Received Date/Time	Discharge Orders	QA'd Date/Time	Out For Delivery	Delivered Date/Time	Delivered By
		P Day Surgery/ 0/0	4/ 0	PA required for diazepam due to concurrent opioid; will submit--MTM	Out for Delivery	10/06/20 08:00	10/06/20 06:52	10/06/20 08:50	10/06/20 09:04	Delivered	
	UH 4-E/ 0424/06		3/ 2	Liquid APAP and ibuprofen OTC; pt ok with buying OTC--MTM	Out for Delivery	10/06/20 08:00	10/06/20 06:54	10/06/20 08:54	10/06/20 09:04	Delivered	
	UH 5-S/ 0510/01		1/ 0	EPRE	Waiting for DC Orders	09/16/20 08:34		09/16/20 08:57	Out 4 Del	Not out yet	
	UH 4-W/ 0459/01		1/ 1	PROFILE ELIQUIS FOR NOW MAY CHANGE TO WARFARIN JYL	Waiting for DC Orders	09/17/20 13:04		09/22/20 19:43	Out 4 Del	Not out yet	



# Solutions & Initiatives

- Tiger Connect Pharmacist Contacts



# Solutions & Initiatives

- UNM Cost Effective Drug List

The screenshots illustrate the workflow for adding a medication order in the system. The process starts with searching for 'Discharge Medications' in the 'Document Medication by Hx' window. This leads to the 'Test, Pharmacy Adult' window, where the 'UNM Pharmacy Affordable Drug List (54 List)' is selected from the search results. The subsequent screenshots show the medication being added to the patient's medication list, with the system displaying the medication details and the list of categories.

# Solutions & Initiatives

- CancelRx Feature now active in PowerChart

Some right-click options for prescriptions will now have different functionality in the EMR. See below for details.

**Modify without Resending** function allows you to update the indication, special instructions, type of therapy, stop date/time, DAW, Print DEA number, eRX notes to pharmacy, and earliest fill date without resending the prescription.

**Renew** function allows you to reorder a medication without sending a cancellation message to the Pharmacy; use this function when there are no changes to the prescription being refilled.

**Copy** function allows you to copy the existing prescription and make modifications before signing the new order.

**Cancel/Reorder** function allows you to send a cancellation message to the Pharmacy prior to reordering the medication; use this function when making adjustments like frequency or dose. **This is not a recommended function for renewing a prescription.**

**Cancel/DC** function allows you to send a cancellation message to the Pharmacy and discontinue the medication on the medication list. **It is recommended to use this function when changing a medication's Route or Concentration prior to placing a new order.**

**Complete** function allows you to change the status of an e-prescription from active to inactive without sending a cancellation message to the pharmacy.

**Renew** - Unmodified original orders are marked as completed and reside below the new order.  
 Modified original orders are marked as completed and are moved to the inactive section of the medication list.

Order Name	Ordering Physician	Details	Status	Start	Last Updated By	Last Updated
amitriptyline (amitriptyline 10 mg oral tablet)	Test, PharmMD	10 mg = 1 tab, By Mouth, BID, # 180 tabs, 3 Refills	Prescribed	05/15/2020 08:32 MDT	Test, PharmMD	05/15/2020 08:33 MDT
amitriptyline (amitriptyline 10 mg oral tablet)	Test, PharmMD	10 mg = 1 tab, By Mouth, BID, # 180 tabs, 1 Refill	Completed	05/12/2020 10:46 MDT	Test, PharmMD	05/15/2020 08:33 MDT



# Questions?

Together we can do better!



## Bedside Delivery of Discharge Medications

### UNM Hospitals 4ACC Outpatient & Discharge Pharmacy

Hours: Monday - Friday 0800 to 2000, Saturday 0800 to 1800, & Sunday 0900 to 1700

Please transmit all prescriptions by 1900 on Monday – Friday, 1700 on Saturday, & 1600 on Sunday

(Discharge Services are offered and provided to all UNMH patients who elect to use the service)

## HOW TO SUBMIT PRESCRIPTIONS TO THE UNMH 4ACC DISCHARGE PHARMACY

### ALL NON-CONTROLLED & CONTROLLED SUBSTANCE PRESCRIPTIONS

e-Pre'd In

OR

Tubed In

Please send all e-Pre'd Rx's to: UH Pharm – Outpatient / Discharge

Provider Line: 2-1591

Main Line: 2-4239

Discharge Fax Line: 5-0638

Pharmacy Technician Cell: 350-2918 or 270-8745

Tube Station: 143

### Best Practices

- Send in D/C Rx's as early as possible AND prior to entering in D/C orders (Pharmacy starts processing orders as soon as the Rx's are received)
- Do not give a copy of the prescriptions to the patient and/or send to another outside pharmacy (Causes processing delays for D/C Pharmacy)
- Make sure all Controlled Substances are signed and tubed into pharmacy at tube station 143
- Once D/C orders are written, Pharmacy is alerted to deliver meds to patient (Must have D/C order before meds can be delivered per 340B policy)
- TeleTracking Pharmacy Discharge Milestones will be updated by Pharmacy upon successful delivery
- Once medications are delivered, the unit will receive a delivery confirmation text on the RN Supervisor's cell phone from Pharmacy
- Please include a cover sheet when tubing prescriptions to the Discharge Pharmacy
- If D/C orders for patient are cancelled, notify the Discharge Pharmacy immediately