01 Patients cared for by their provider pick up their cancer medication (pills, tablets, capsules).

02 This can be done in the doctor’s office or cancer center that have Medically Integrated Dispensing (MID) services, but most times it can only be filled ONCE here if at all.

03 Mail Order pharmacy companies make deals with Payers and Employer groups (who decide where patients must receive their medications). This level of control becomes a huge obstacle for better patient care.

04 Mail Order companies ship across the country, which can delay a patient from receiving their prescription...often resulting in minimal oversight on the patient’s daily care.

05 Mail Order companies call patients but often do not know enough to engage in proper patient management, especially in cancer care.

06 This problem leaves the crucial MID team (pharmacists, nurses, doctors and the entire patient care team) out of the loop. Patients may even refuse to take the drug because they’re side effects aren’t properly managed by the Mail Order companies.

07 This results in patient dissatisfaction in many ways, such as:
- Delays in receiving the prescription
- Receiving too much drug (when the doctor already changed to a different drug or quantity)

This can cost the patient and overall healthcare system thousands of dollars in waste.

BEFORE - BEYOND THE FIRST FILL
With adopting NCODA Quality Standards to go Beyond the First Fill, health care providers are able to utilize easily assessable information in the patient’s medical records to help prescribers make more informed decisions. This allows the patient to receive proper satisfied care.

The patient is now able to receive all their prescription through the MID service within the doctor’s office, which helps provide a stronger continuity of care.

Instead of Mail Order, the Cancer Center is able to manage unnecessary drugs from being delivered to patients thereby reducing waste and saving money for the patient and healthcare system.

Keeping the prescription at the Cancer Center, the MID service is able to better track medications and support the continuity of care.

This enhanced care leads to:
- Improved cost savings
- Timely dispensing of correct prescriptions
- Better patient adherence to medications
- Maximizing beneficial patient outcomes and satisfaction

The pharmacist and patient care team are able to better communicate with the patient and engage with them on managing their side effects, financial assistance, and overall satisfaction.

The Cancer Center is able to work with the Payer/Employer group to ensure cost savings, enhanced patient satisfaction, and better health outcomes.