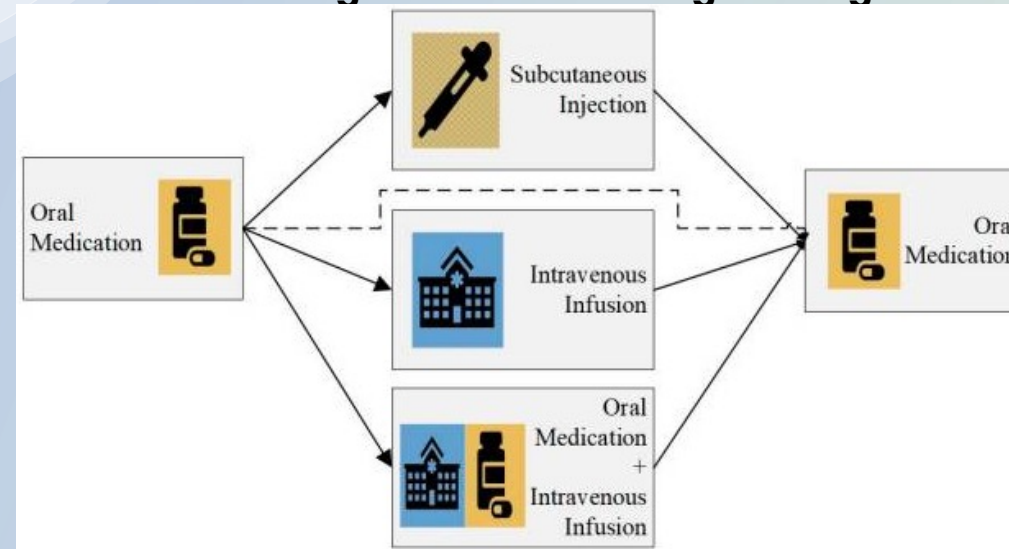


Benefits of a Integrated Pharmacy Help Desk

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Integrated specialty pharmacy teams facilitate transitions in sites of care, between different provider types, among specialty medications, and during financial coverage changes.



- *The responsibility of the Pharmacy Benefit Help Desk is to apply consistent timely responses to physicians and clinic staff.
- *Provide accurate information on the status of patient scripts inhouse and at other sp. pharmacies.
- *Help to navigate incoming requests for benefits verification and patient financial assistance application information.
- *Update prior authorization dept.
- *Direct non-formulary requests to the appropriate network service.
- *Documenting records of reported issues and concerns.
- *Analyzing prescribing issues between EMR systems and pharmacy software.
- *Processing STAT requests and notifying the pharmacy teams.
- *Contacting other specialty pharmacies and manufacturer to obtain status updates

We also discuss the specialty pharmacist's role in guiding patients through these transitions to ensure treatment adherence and optimal patient outcomes. The descriptions of these transitions and specialty pharmacists' actions to address the transition are based on experience from one integrated health-system specialty pharmacy established in 2012, with 23 clinical areas of involvement.

In a survey of 422 patients with chronic illness, patients who reported better primary care communication and coordination of care reported fewer "hassles" such as lack of information about medications, side effects from medications, and uncertainty about when and how to take medications

Patients taking specialty medications face unique challenges with transitions in care that may impact adherence and jeopardize the clinical benefit of these costly therapies. Communicating via pharmacy help desk email through clinic staff assures that contact information to patients is up do date.

Integrated specialty pharmacy help desk has an opportunity to bridge gaps in care transitions by navigating medication access, promoting persistence to therapy, and coordinating communication between patients, providers, insurers, and manufacturers.

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