Medically Integrated Pharmacy: Enhancing the Patient Experience

Florida Cancer Specialists Medically Integrated Pharmacy, Rx To Go, LLC Ashley Claypoole & Karrie McCowen

Clinic

- Intergrated communication from pharmacy to physician via several means to help expedite prescription requests.
 - ➤ EMR Communication
 - Provider Team Email groups
 - Help Desk Email
- Physician Representation within the Rx To Go Quality Management Committee
- Marketing Materials provided to clinic staff to educate patients on pharmacy services.
 - > Pharmacy Information post card
 - Patient Guidebook
 - Informational Flyer at Front Desk





Practice Engagement



The Practice Engagement Team is Responsible for

- Promoting positive relationships with the clinics and physicians in assigned territories through personal visits
- Collaborating among various pharmacy departments through monthly meetings to identify solutions for potential delays in patient care.
- Providing ongoing training of the pharmacy workflow processes to staff members within the clinics.
- Identifying solutions to help resolve outstanding challenges and provide education in Specialty Pharmacy processes.
- Along with the pharmacy the team will collaborate with other FCS departments to help communicate initiatives with clinic staff members such as Pathology, Pharmacy Operations, and Procurement.

Pharmacy

- New patients receive a Welcome Call from one of our trained team members to provide an overview of our pharmacy and the status of their prescription.
- Review potential copay assistance in the form of voucher, copay cards, foundation or manufacturer assistance.
- Our Patient Management Program provides individualized disease, and drug specific patient education and support delivered by our highly trained clinical pharmacist and clinical nursing staff.
- Our Clinical Team is available 24/7 for patient questions.



Accreditation

- NCODA Accreditation has empowered our pharmacy to deliver the highest level of performance that brings sustainability and value.
- We have enhanced patient care and our quality of services.



"Participating in the NCODA MIP Accreditation has been a valuable opportunity for our team and patients," said Kara Sammons, Director of Quality and Compliance with Rx To Go Pharmacy. "The emphasis on medical integration, and its importance in the oncology care model, has been very constructive for everyone involved. At Rx To Go, we do a tremendous job supporting our patients and our team. Prior to this process, we had already adopted patient-centered practices; however, we are constantly striving for enhancements and this accreditation allows us just that. We look forward to having more involvement in the NCODA community."