

Impact of Nursing in Preventing Patient Delays When Receiving Free Drug from the Manufacturer

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BACKGROUND

High medication copays and potential reduction in work hours/earnings resulting from illness can lead to financial toxicity for patients. These hardships can be short-term or long ranged depending on patient's current financial status.

To alleviate financial toxicity, patients may be eligible to receive free of charge drug from the manufacturer patient assistance programs.

As a medically integrated pharmacy, Rx to Go, LLC. (RTG) utilizes a nursing team within the pharmacy to mitigate potential delays in prescription availability through a manufacturer.

OBJECTIVE

The nursing team at RTG observed patient delays in free drug prescription availability with a manufacturer in 2023. The goal was to mitigate these delays.

Patient delays in treatment are often due to:

- Processing delays by the dispensing pharmacy
- Refill submission delays
- Other

METHODS

The RTG nursing team utilizes high touch practice to ensure no delay to patient treatment when receiving free of charge drug from a manufacturer.

The RTG nursing team will:

- Provide a follow-up with the manufacturer 48 hours after the script is sent to manufacturer to confirm receipt of the prescription.
- Monitor and document the dispense date of the medication from the manufacturer.
- Based on previous documented fill, proactively request refills from the FCS provider to ensure timely transmission of refill to the manufacturer.

DISCUSSION

From January 1st through August 31st, 2023, RTG nurses observed 12 patient delays in treatment due to medication not being available. These patients were receiving free of charge drug from the manufacturer.

The RTG nursing team implemented a 48-hour follow-up procedure in August of 2023 confirming electronic prescriptions from the provider had been received by the dispensing pharmacy.

After implementation of the first stage follow-up procedure, RTG noted 8 patient delays due to prescription availability. The nursing team identified an issue with timely prescribing and additionally implemented a second stage in October 2023. The RTG nurses initiated proactive provider refill requests based on the documented last fill.

RTG noted one patient delay in Quarter 4 of 2023 after the implementation of the proactive refill requests.

CONCLUSION

The interventions implemented by the RTG nursing team have provided a significant decrease in patient delays and greatly improved prescription availability from a manufacturer free drug program.

