

Sample Travel Service Workflow and Breakdown

Phase		Time (min)	Description of Activities
1	Initial Patient Contact	15	Brief information gathering, explanation of services, contact information, emailing of patient forms
2	Initial Patient Consult		
3	Pre-Travel Workup	20-40	Processing patient forms, assessing information, consultation of travel resources, development of Travel Action Plan, email plan to patient
4	Patient Approval	15	Call patient to discuss recommendations and finalize Travel Action Plan.
5	Prescription Authorization and Pre-Appointment Preparation	30-60	Create prescription authorization for patient-specific travel vaccinations/medication and send form, call providers to confirm receipt of authorization form, provider follow-up to assess delays (if necessary), create patient profile in pharmacy software, adjudicate prescriptions and resolve rejections (if applicable), contact patient to notify of costs and confirm appointment, and fill prescriptions.
6	Final Consult	30-60	Patient completes any additional paperwork and pays for prescriptions, vaccine administration and counseling, medication counseling, adherence counseling, preventative advice, OTC recommendations, and/or documentation of vaccinations in registry.
	<u>Total</u>	110-190	Multiple variables affect time to completion including: number of travel patients seen at appointment (e.g. family, couple), patient health literacy, prescriber response time, number of medications filled, etc.).

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