



How to Start a Coordinated Refill Program



Simplify My Meds

Discussion Topics

- What We'll Talk About
 - How to get started
 - Refill synchronization process
 - Ongoing program operations



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Step 1: Identify a Program Manager

- Dedicated staff member tasked with coordinating the program
 - Will be pulling patient files, calling the patient to discuss and review medications, and making adjustments and notes for the pharmacist
 - Lead technician may be a good candidate
 - Organizational skills are important
 - Should have solid understanding of medications
 - Phone skills
 - Estimated 1-2 hours a week



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Step 2: Determine Space Needs

- Space required
 - Office-type environment
 - Should not be where prescriptions are filled
 - Quiet, private space best
- Recommended equipment
 - Phone and fax machine
 - Computer
 - Printer
 - Filing system (expandable file)



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Step 3: Identify Patients

- Potential Targets
 - Patients who are on complex drug regimens
 - Patients with simple drug regimens who forget to request refills
 - Elderly patients with difficulty driving
 - Busy professionals who can't get to the pharmacy
 - Caregivers
 - **New medication starts**





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Step 4: Enroll Patients

- Enroll the patients:
 - Voluntary, opt-in program
 - Patient signs Patient Agreement
 - Complete Patient Enrollment Form together

Patient Agreement

We are pleased to welcome you to Simplify My Meds, our coordinated refill program.

Advantages of participating in the program include:

- Increased convenience—a single monthly trip to the pharmacy.
- Peace of mind from being able to get medications on time and in one order.
- More personal contact with the pharmacist to ask questions and discuss medications.
- Increased understanding of your medication, its purpose, potential side effects and costs.
- Your prescription records will be easily updated to reflect changes to therapy made by doctors or upon hospital discharge.

I understand the program advantages and the following conditions of participation to achieve the maximum benefits from the Simplify My Meds program.

I hereby agree:

To accept a phone call each month from the pharmacy to discuss my prescription refills. To pick up medications on my assigned refill date (or be available for delivery, if applicable).

If necessary, to pay an extra co-pay one time for each medication in order to make all refills due on the same day.

To keep an open dialogue with my pharmacist regarding doctor appointments, hospital/urgent care visits, and changes in my health status.

I have read this document, understand it, and have had all questions answered.

Patient Name (please print)

Patient Signature

Date

Pharmacist Signature

Date





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Step 5: Determining the Pick-Up Date

- Refill synchronization
 - All of the patient's prescriptions are coordinated to be refilled on the **same date** each month
 - This date becomes the patient's assigned pick-up date at the pharmacy





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Synchronization: How It Works

Action	Example
1. Determine and list the chronic monthly prescriptions the patient will be taking.	Lisinopril 20mg QD (due 4 th) Lipitor 40mg QD (due 16 th) Metformin 500mg BID (due 22 nd)
2. The medication with the highest copay should become the anchor prescription.	Lipitor 40mg (due 16th)
3. Calculate the quantity needed for each medication to synchronize it with the anchor prescription.	Lisinopril 20mg (12 tablets) Metformin 500mg (50 tablets)
4. Contact the patient's prescriber, explain your coordinated refill program, and request two prescriptions for each "synchronized" medication: <ul style="list-style-type: none">• One for the quantity required for synchronization• A second for the normal monthly quantity	
5. Short fill the appropriate prescription(s) to synchronize with the anchor prescription. Document on the hard copy the one-time short fill was for adherence program at request of patient.	



Paying for Short Fills

- Generics
 - Relatively low cost to pharmacy
 - Patient pays out of pocket or pharmacy may choose to give away tablets
- Brands
 - Usually higher ingredient and co-pay costs
 - Physician samples may be one option
 - Patient pays out of pocket to cover ingredient cost
 - ALTERNATIVE: Refill early for 2-3 months to bring in synch with anchor medication





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Step 6: Developing a Filing System

- Assign each patient an identification number.

Example: 012303

01 = Store ID (if more than one store)

23 = Assigned pick-up day

03 = Third patient assigned to that day



- Once patient's assigned pick-up date has been determined, the Patient Agreement, Enrollment Form, and Refill Form should be placed in expandable accordion file folder that corresponds with this date (23rd).



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Step 7: Call Patient/Review Meds

7 Days Prior

- Pull all of the patient files 7 days ahead of their refill date.
- Use the Patient Contact Form and Patient Refill Form to call the patient.
 - Review all medications with patient to make sure they need to be filled.
 - Use script to ask patient other medication questions.
 - Remind patient of pick-up date.
- Make notes of any changes for pharmacist review₁₁

Patient Contact Form

 Pharmacy Name _____
Street Address _____
City, State, ZIP _____
Phone _____
Fax _____
Web address _____

Pick-Up Date: _____

Date _____
Patient Name _____
Patient Phone Number _____

Sample Script:
Hi, this is Jane from Any Town Pharmacy, and I would like to review your prescriptions for your next pick-up date. Is this a good time? First, have you been to the doctor in the last month? Have you been in the hospital in the last month? What new prescriptions or medication changes have you had in the last month? (make notes if appropriate) I see that you are due for the following refills (go over each one).

Patient Questions

Have you been to the doctor in the last month?

Have you been in the hospital in the last month?

Are you taking any new prescription or over-the-counter medications?

Are there any other changes we need to be aware of at this time?

Notes:

Possible adherence issue identified. Follow-up by pharmacist required (check if "yes")



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Step 8: Check for Refill Requests

3-7 Days Prior

- Review for prescriptions with zero refills
 - Fax or phone doctor for refill request
- Update the patient profile in the dispensing system
- Place completed Patient Contact Form and Refill Form in accordion file for pharmacist review.



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Step 9: Order Inventory

1-2 Days Prior

- Final Fill Procedure

- Pharmacist pulls all pending orders from next 1-2 days' slots and:
 - Review orders and resolve any clinical issues identified by the program manager
 - Reviews inventory on hand
 - Orders drug if needed
- Patient is called and reminded to come into pharmacy and pick up their prescriptions



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Step 10: Prepare/Verify Refills

Pick-Up Date

- Technician and pharmacist prepare and verify the day's refills
- After the prescription is picked up, the Patient Contact and Refill Forms are returned to program manager and placed back in accordion file.
- Patient's date may need to be changed every few months





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Helpful Tips

- Start slow, but think big!
- Keep a master list of program patients near the computer
- Tell prescribers about this program

More tips, best practices available in the
Pharmacy Operations Manual



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Simplify My Meds Resources

- Available at www.ncpanet.org/adherence
- Current Content:
 - Pharmacy Operations Manual
 - Patient Agreement
 - Patient Enrollment Form
 - Physician Outreach Letter and Fax
 - Patient Contact Form
 - Patient Refill Form

