

Independent Pharmacy e-Prescribing Survey

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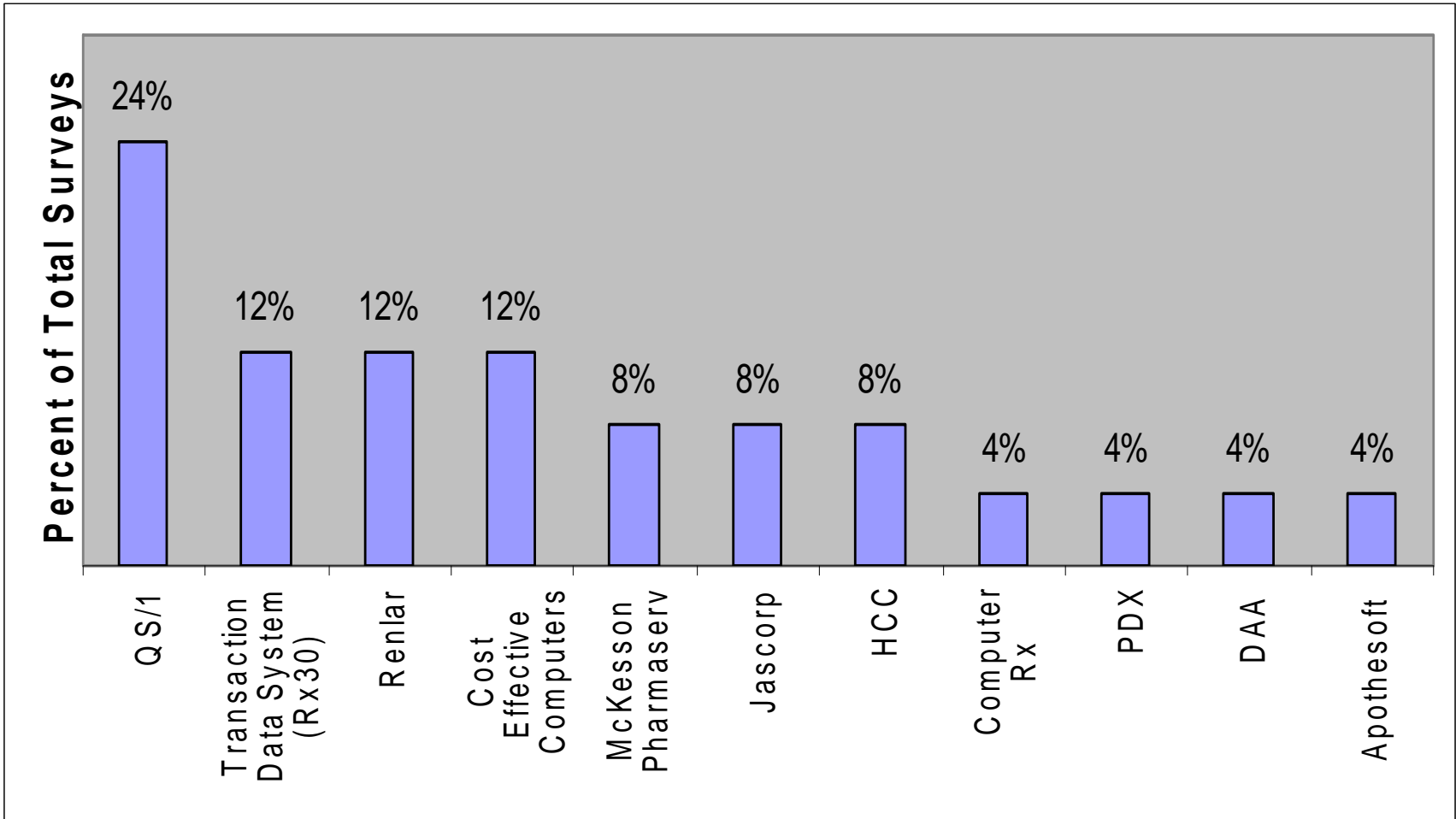
Details about the Survey

- Independent pharmacies in 16 counties located in East TN
- 49 total pharmacies
 - October 2008 to December 2008
- 25 (51%) of independent pharmacies responded to the survey
 - Background and contact information
 - 10 questions about e-prescribing practices, vendor readiness, and provider willingness

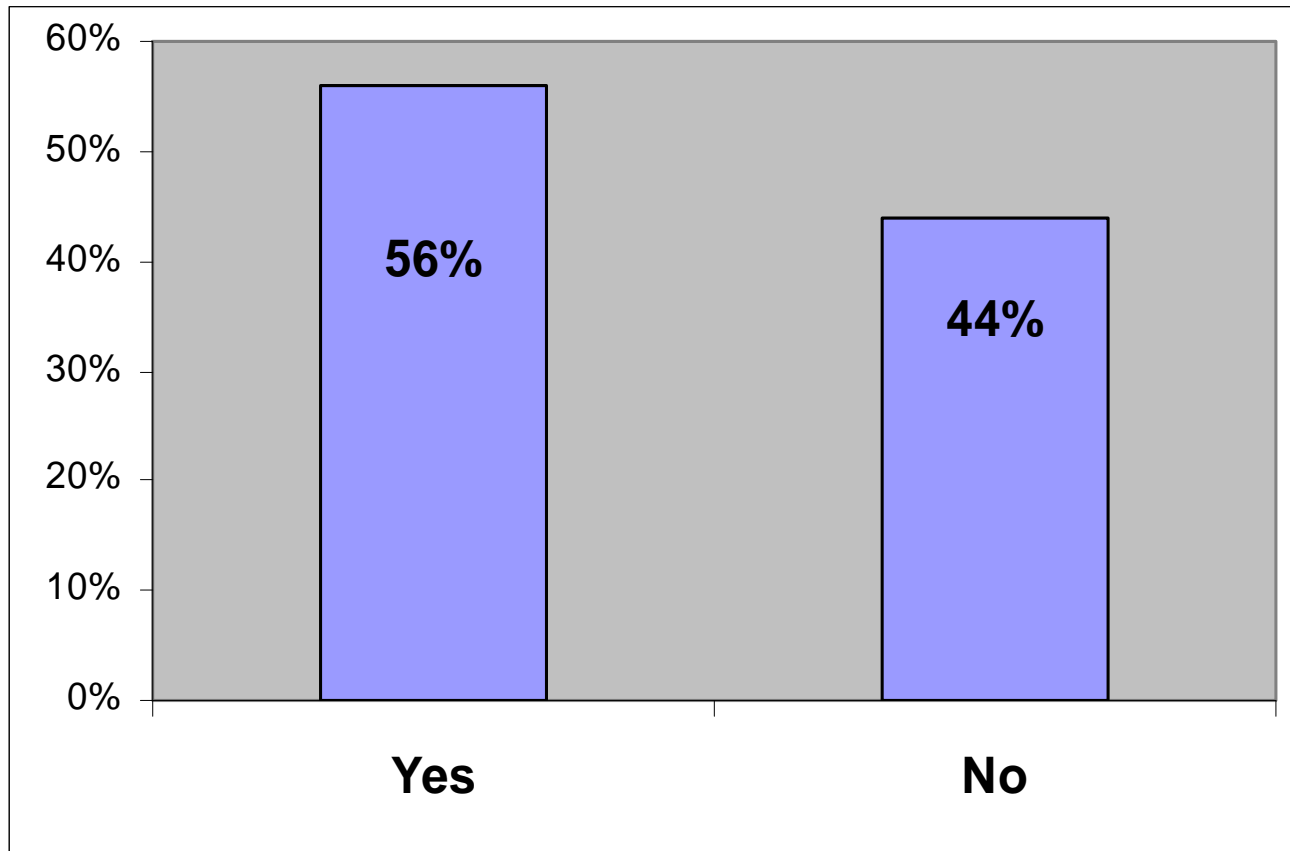
Software Vendors

- Commercial prescription dispensing and operating systems required to facilitate processing of prescriptions in pharmacies
- Responsible for:
 - prescription order entry, patient information storage, generation of pharmacy and patient reports, prescription processing, billing insurance companies, creating electronic labels
- Examples:
 - QS/1, HCC, Transaction Data Systems (Rx30), Renlar, Cost Effective Computers, Jascorp, McKesson Pharmaserv, Computer Rx, PDX, DAA, Apothesoftware

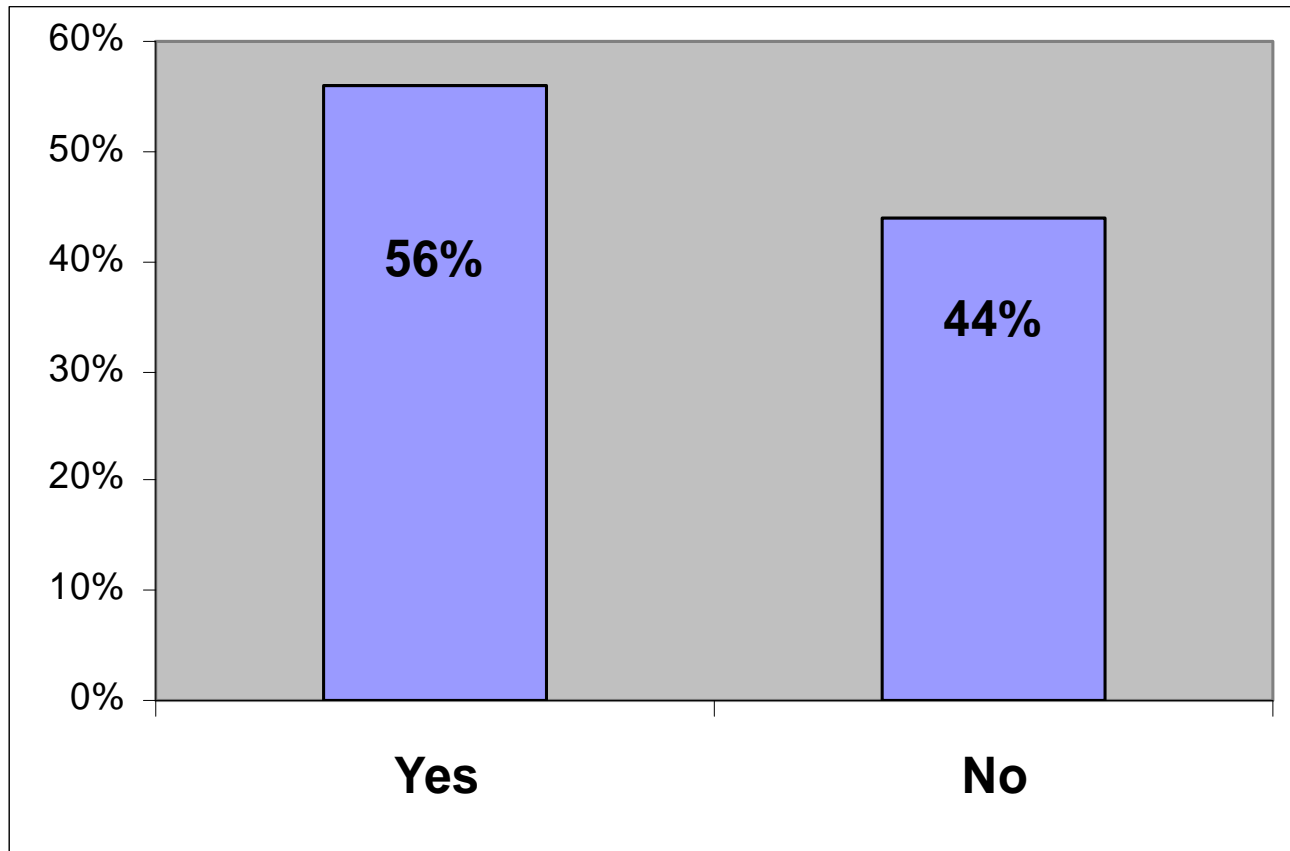
Software Vendors



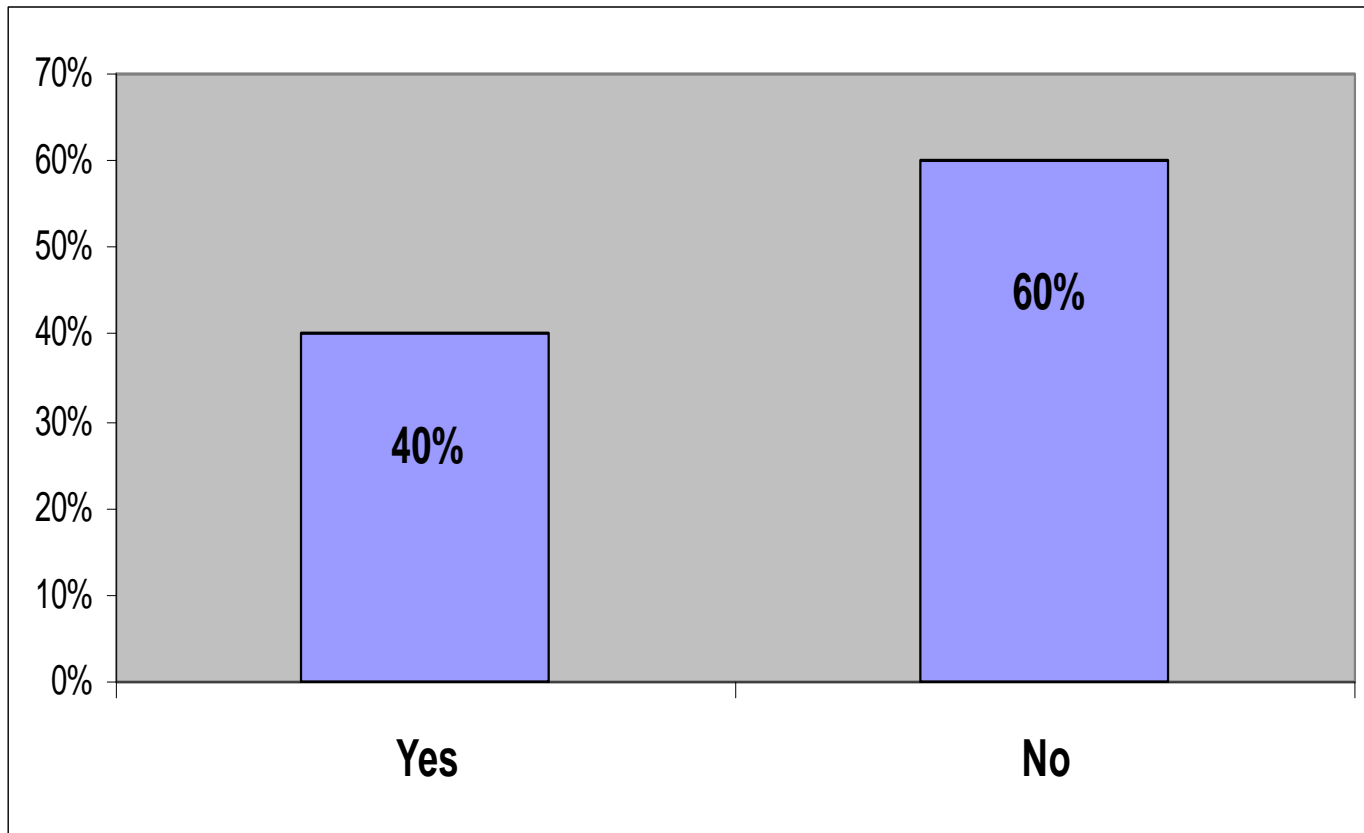
Has your software vendor informed you if their software system has been updated to allow for e-prescribing functionality?



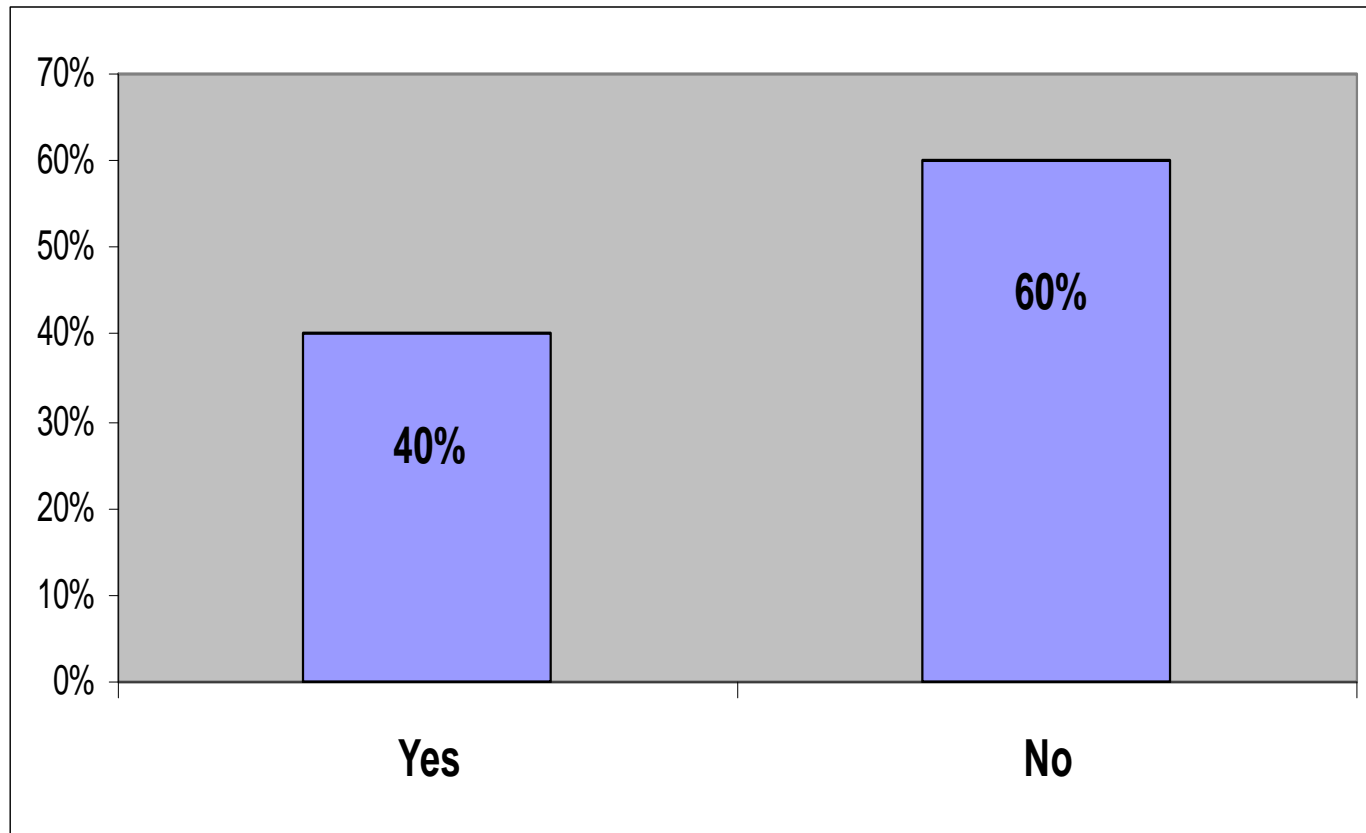
Have you updated your current software to accept e-prescriptions? (Note: computer-generated faxes are not e-prescriptions.)



If you have updated your current software to accept e-prescriptions, have you activated your e-prescribing software to receive e-prescriptions?



Have you actually received and processed an e-prescription?





If you have not updated or activated your software to accept e-prescriptions, please briefly explain why:

Responses:

- “Local doctors have not been ready...”
- “Not Applicable (not required to have at this date)”
- “Need money for a new system. Renlar will not be supported much longer.”
- “Software vendor still working on cost per script charge. Software company doesn't have price yet.”



What is the cost of updating your pharmacy software to be able to accept electronic prescriptions?

Responses ranged from **\$0** to **\$10,000**



If you are actively receiving e-prescriptions, what is the transaction fee charged to your pharmacy for a new electronic prescription?

Responses:

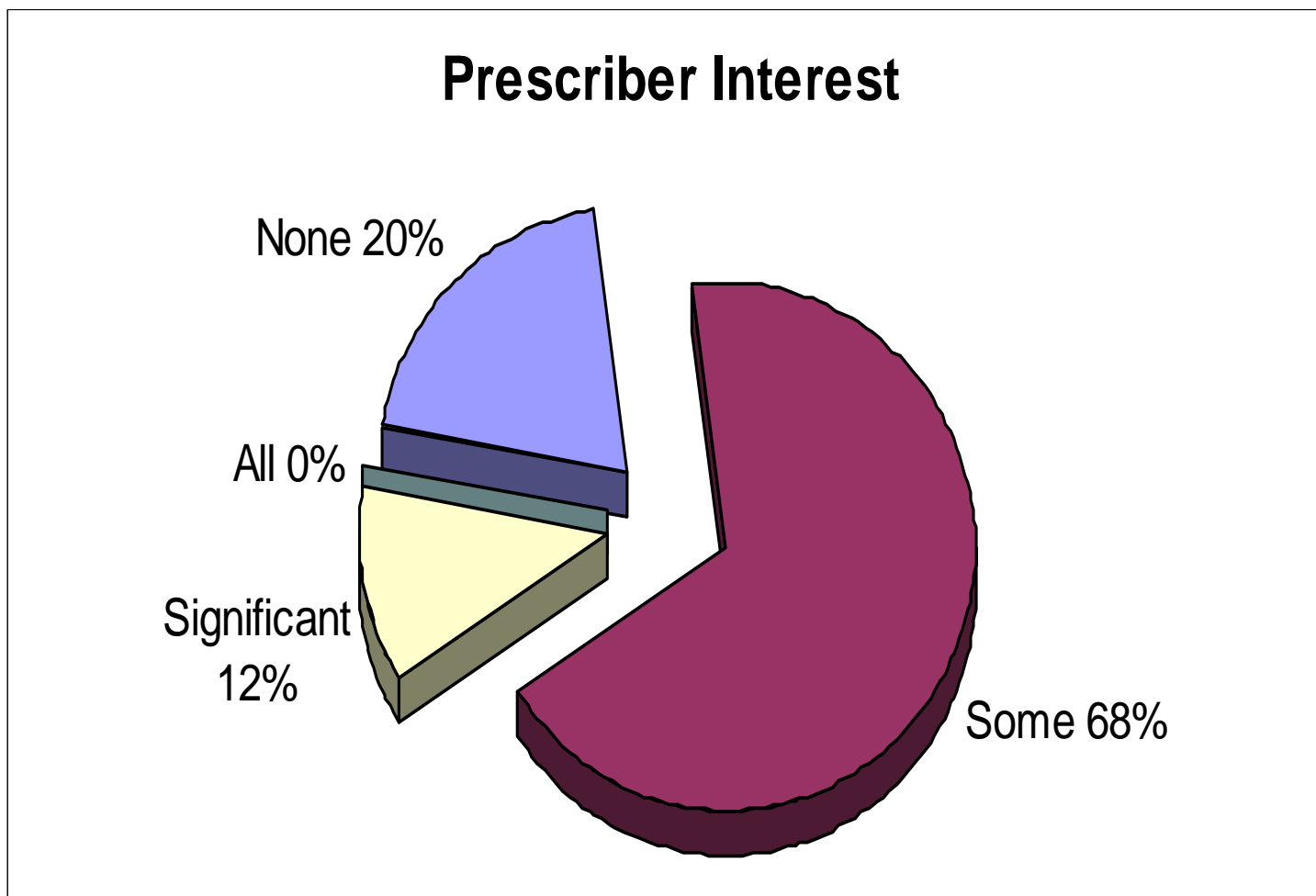
- "\$0.25/transaction"
- "\$0.10/claim (Working on Credit)"
- "\$0.05/claim"
- "I don't know..."



Fees For e-Prescriptions

- Transaction Fee = \$0.20 to \$0.25 per communication
- Switch Fee = \$0.02 to \$0.05 per communication
- Reduced rates for transactions offset by increased monthly software support fees

Which word best describes current prescriber interest in your area?



Additional Comments

Responses:

- “This is a big burden to put on us as the reimbursement rates are being (reduced) and we are expected to pay for the cost of this. In a case where we e-script for a refill and then receive the ok, it costs us \$0.50.”
- “It creates a terrible problem because MD's tell patients RX's will be ready when they get here and they are not ...”
- “It will cost us money to receive scripts - Not in a hurry to use.”
- “Mistakes are being made on prescriber side. Examples (take 12 tablets instead of 1-2/take 1 tablet every 46 hours instead of every 4-6 hours). Prescribers say it is causing more mistakes and taking more of "their" time.”
- “Local doctor said today they were waiting on getting ready to do it.”



Barriers to Becoming Active

- Implementation Cost
- Transaction Fees
- Connectivity
- Prescriber Activity
- Software Vendor Readiness
- e-Prescribing is not required



Barriers to Increased Activity

- Errors in Transmission
- Transaction Fees
- Prescriber Activity
- Software Vendor Support
- Misconceptions About e-Prescriptions
- Controlled Substances



e-Prescription Errors

- Can occur at any point in the e-prescription transmission
- Prescriber or pharmacist is the face of blame and the target of patient frustration when errors occur
- Communication about server downtime should be passed from the vendor to the provider to the patient

NEW ELECTRONIC RX FROM PRESCRIBER

LBL200

Patient

Sent from Prescriber

Mapped by Pharmacy

Gender
Phone

Birthdate

Prescriber

Product Warfarin Sodium 2.5MG Tablet

WARFARIN SODIUM TAB 2.5

Strength

2.500

NDC

00406206401

00555-0832-02

Dosage

1 Tablet, Oral, qd, 30 days x 30 Tablet

Strength
NDC

00406206401

2.500
00555-0832-02

Quantity

30

Refills

0

Written

2009/02/04

16:43:25 (Coordinated

DAW

Product Substitution Allowed

Notes

Except Wed & Sat

PHARMACY 01 Received 2009/02/27
 23 Trace # 1012501
 NEW ELECTRONIC RX FROM PRESCRIBER LBL261

 Patient Sent from Prescriber Mapped by Pharmacy
 Gender
 Phone
 Birthdate
 Prescriber

Product One Touch Ultra Test Strips ONE TOUCH ULTRA STRIPS
 Strength 0.000
 NDC 53885-0245-10
 Dosage 1 by In Vitro route 3 times per day as needed
 SIG CHECK blood sugar 3 times daily as needed

Written 2009/02/27 14:52:22 (Coordinated Universal Time)
 DAW Product Substitution Allowed RX#
 Notes
 176
 Input: 022708 Orig: 022708
 FILL: 113 DAW: 0
 ONE TOUCH ULTRA STRIPS
 Mfg: LIFE SCAN
 NDC: 53885-0245-10
 Order Qty: 100 Disp Qty: 100
 Days: 33
 CHECK blood sugar 3 times daily as needed



Dispelling e-Prescribing Misconceptions

- No waiting
- Errors eliminated
- e-Prescribing is a fad
- Controlled substances are blocked from transmission
- No call backs from pharmacists to prescribers



Steps Taken So Far...

- Participate in Cumberland IPA/ QSource/State of Tennessee/AT&T collaborative educational sessions for prescribers
- Host educational sessions with prescribing vendor companies to describe and resolve problems and issues associated with pharmacy e-prescribing activity
- Educate pharmacists on the use of e-prescribing in daily pharmacy practice
- Actively communicate with independent pharmacies to identify and resolve barriers to e-prescribing



Future Steps...

- Continue to work with the state to implement the independent pharmacy grants
- Identify e-prescribing pharmacist champions to create best practice collaboration with prescribers
- Create a network of active e-prescribing pharmacists to encourage adoption
- Increase vendor and provider communication throughout the entire e-prescribing process
- Conduct educational sessions to broaden pharmacists' knowledge about e-prescribing
- Use e-prescribing pharmacist champions to educate patients about e-prescribing



Questions???