

APPENDIX J

"Electronic Prescribing for the Medical Practice: Everything You Wanted to Know But Were Afraid to Ask"

E-Prescribing Implementation Checklist

Implementation is the process of putting a tool into practice. This process actually begins a month or more prior to actually starting to use e-prescribing in your practice and continues for several months following your first use of e-prescribing.

Use this checklist to track activities during the phases of the implementation.

Topic	Date Completed	Comment
Phase One: Load Patient Information		
End user license agreement signed		
HIPAA planning		Discuss with your vendor what happens to your patients' data and how it relates to HIPAA.
Costs:		
• Hardware		
• Connectivity		
• Network		
• Other equipment		
Patient database:		
• Data conversion		Most vendors will take an extract of your patient database, which often is part of your practice management systems (billing or scheduling) or available from your hospital system (depending on your hospital's relationship with your practice). This data can be extracted once, but as patients change their contact or insurance information, or new patients are added, the patient information in your e-prescribing system will no longer be current
• Bidirectional interface		We recommend you find out if you can set up a real-time <i>bi-directional interface</i> with your practice management system or hospital patient database, which will ensure that your e-prescribing system always contains the most current patient information. It may be available at an additional cost, but it is a worthwhile investment

Phase Two: Ascertain Pharmacy Database		
Insurance planning: Talk to provider representatives from major regional payors		
Check system database of pharmacies/how frequently it is updated		
Phase Three: Installation		
Install:		
<ul style="list-style-type: none"> • High-speed Internet connection 		
<ul style="list-style-type: none"> • Wireless network 		
<ul style="list-style-type: none"> • Software on PCs, if needed 		
<ul style="list-style-type: none"> • Software on handheld computers 		
Phase Four: Testing		
Testing <ul style="list-style-type: none"> • All locations • All devices • Wireless throughout 		
Phase Five: Training		
Training: <ul style="list-style-type: none"> • Providers • Physicians • Nurse Practitioners • Physician's Assistants • Support Staff <ul style="list-style-type: none"> o Practice assistants o Triage nurses o Clinical nurses o Staff who interact with pts around prescriptions (phone, fax, mail) 		
Workflow Redesign		Analyze practice work flow around prescriptions. Create flowcharts that capture the process for prescribers and for other office staff. Examine the inefficiencies. Work with your vendor to understand how work flow will change.

APPENDIX K

E-Prescribing Site Survey Questionnaire

TOPIC	DATE	RESPONSE
Number of physicians		
Number of associated staff		
Network readiness:		
• High-speed Internet		
• Wireless Network		
Other hardware: Number, location, type		
• PCs		
• Handhelds		
Identify the in-house champion		(Someone in your office should be the project champion. The champion serves as the major source of encouragement for implementing and using e-prescribing. In some cases, this person will be major contact for the vendor. This person may also be the first person who is trained; subsequent training can be performed by the champion)