



Implementing e-Prescribing

Lessons Learned

Debbie Bonnell

CHAN Systems Administrator/Security Officer

Community Health Access Network
a Health Center Controlled Network (HCCN)



Pre-Implementation & Setup

- Clean up the Pharmacies as close to the implementation date as possible (remove dup's, make sure phone & fax are listed with area code).
- Gather all information; prescribers, delegates, etc.
- Determine who will manage the eSM console to resolve error flags etc.
- Review existing workflows and modify if necessary
- Identify super users who can assist with ongoing support, workflow adjustments etc.
- Set up a test E-Rx workstation and connect to a training database. Gave us the opportunity to set up “real” physicians for training and workflow development. Also keeps the live database clean.
- Communicate with staff.
- Develop a marketing plan for your internal clients (staff) as well as your external clients (patients and pharmacies)



The default prescribing method set up by the user is correct even if the patients preferred Pharmacy has been matched.....however

Prescriptions: Debbie Test

Prescriptions

	Previous Rx				New Rx				
	Quantity	#Refills	Date	BMN	Refill?	Quantity	#Refills	BMN	Pt Info
RELAFEN 500 MG TAB (NABUMETONE) 2 tabs daily, take with food	120	0	07/29/2009	No	<input type="checkbox"/>				
REGLAN	120	0	05/06/2009	No	<input type="checkbox"/>				
RELAFEN 500 MG TAB (NABUMETONE) 2 tabs daily, take with food	120	0	05/06/2009	No	<input type="checkbox"/>				
HYDROCHLOROTHIAZIDE 50 MG TABS (HYDROCHLOROTHIAZIDE)	30		05/13/2009	No	<input type="checkbox"/>				

Pharmacy: **WALGREENS - EXETER #03103***
48 PORTSMOUTH AVE
EXETER, NH 03833
Ph: 7723551
Fax: 7739968

Authorized By:

Prescribing Method:

State:

DEDICATED TO SERVICE FOR ALL



If a new Pharmacy is selected and it has been matched the default method switches to Electronic. Providers that are NOT e-prescribing need to manually change their prescribing method.

Prescriptions: Debbie Test

Prescriptions

	Previous Rx				New Rx				
	Quantity	#Refills	Date	BMN	Refill?	Quantity	#Refills	BMN	Pt Info
RELAFEN 500 MG TAB (NABUMETONE) 2 tabs daily, take with food	120	0	07/29/2009	No	<input type="checkbox"/>				
REGLAN	120	0	05/06/2009	No	<input type="checkbox"/>				
RELAFEN 500 MG TAB (NABUMETONE) 2 tabs daily, take with food	120	0	05/06/2009	No	<input type="checkbox"/>				
HYDROCHLOROTHIAZIDE 50 MG TABS (HYDROCHLOROTHIAZIDE)	30		05/13/2009	No	<input type="checkbox"/>				

Pharmacy:

CARE PHARMACY -
ROCHESTER*
161 SO MAIN ST
ROCHESTER, NH 03867
Ph: 3324281
Fax: 3305111

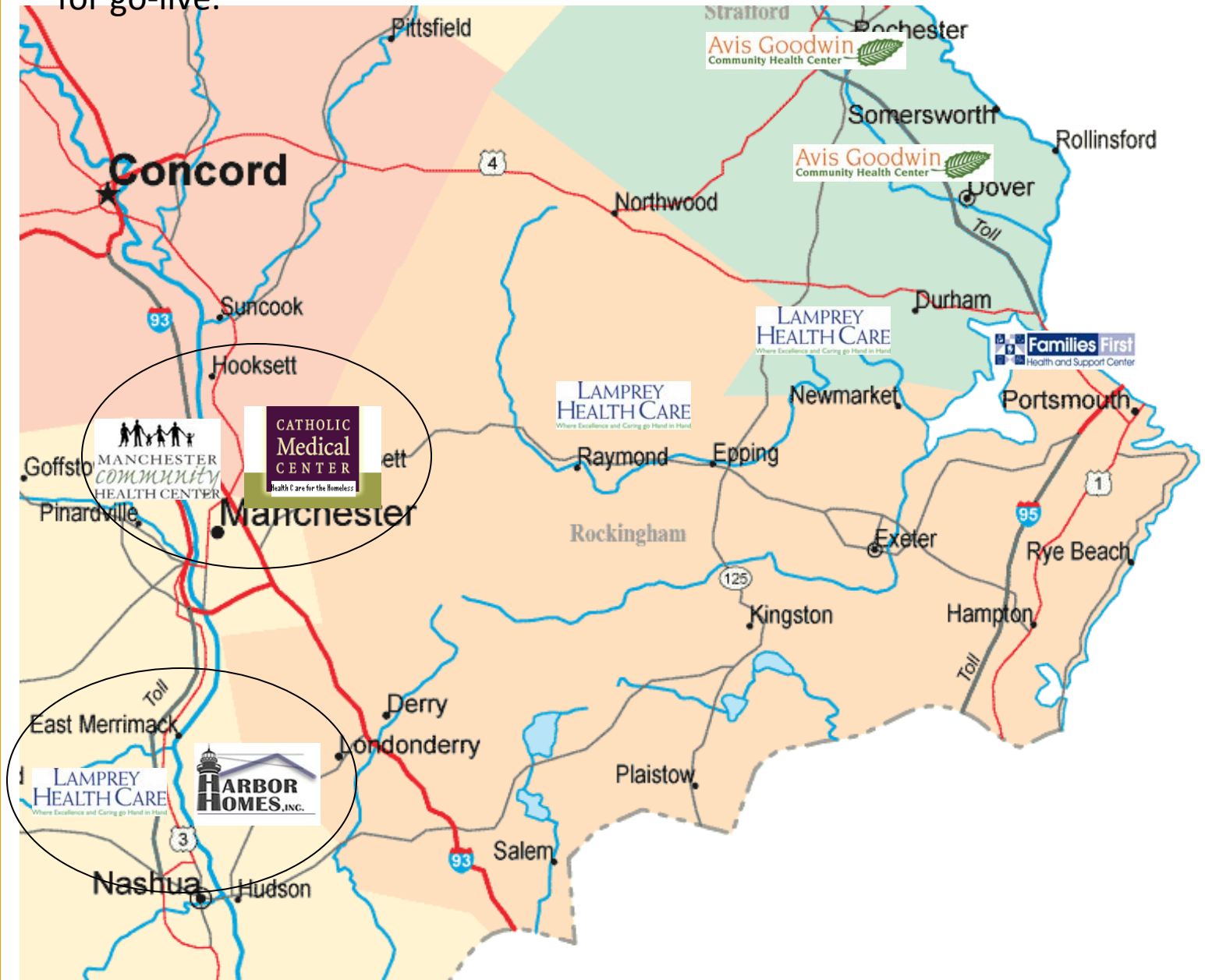
Authorized By:

Prescribing Method:

State:

This created numerous errors at the eSM console. Most staff assumed script was sent via direct fax.

Geographic proximity of members had an impact on which Pharmacies we ended up matching and some sites are inter-dependent on others for go-live.



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			Activity Month-to-Date	Activity for Last Week (July 12th - July 18th)					
Last	First	Clinic Name	% Response Within 2 Business Days (MTD: 7/1/2009 ~ 7/18/2009)	% Response Within 2 Days	Total Refill Requests	Refill Requests Responded to < 1 business day	Refill Requests Responded to 1-2 business days	Refill Requests Responded to > 2 business days	No Response
		CHAN-LHCT CP	0.00%	0.00%	2	0	0	1	1
		CHAN-LHCT CP	23.333%	0.00%	9	0	0	0	9
		CHAN-LHCT CP	29.167%	10.526%	19	1	1	1	16
		CHAN-LHCT CP	66.667%	77.778%	9	7	0	0	2
		CHAN-LHCT CP	76.923%	83.333%	6	5	0	0	1
		CHAN-LHCT CP	77.419%	77.778%	9	5	2	0	2
		CHAN-LHCT CP	100.00%	100.00%	8	8	0	0	0
		CHAN-LHCT CP	100.00%	100.00%	6	6	0	0	0

Training

Sending New RX

Required minimal training to start using. Refills require a bit more. Pilot showed we needed to primarily focus the training on how to deal with failure flags and resending the script.

Common Failures

- No instructions included on script
- Scheduled Drug was sent
- Script sent for patient who is inactive in the system
- Quantity entered incorrectly



Marketing

SureScripts allows you to use their marketing tools and modify with your own logo (go to www.surescripts.com).

CHAN provided each member site with marketing material templates; flyers, postcards, FAQ's etc. to help get them started.

Remember to market internally and externally.





Questions?