

Your Quick Reference Guide to E-Prescribing

Best Practices to Help You Get the Most Out of E-Prescribing

1. Assess your practice's readiness for e-prescribing.
 - ▶ Visit www.GetRxConnected.org for more information
2. Set a clear vision and objectives for what you hope to accomplish through e-prescribing and communicate this throughout the practice.
3. Integrate patient demographic information from your practice management system into the e-prescribing application:
 - ▶ Most vendors can do this for a fee
 - ▶ It is likely worth the cost because if you have to handle manually it is time consuming and creates a barrier to using e-prescribing
4. Implement and use all e-prescribing services to achieve greatest benefit. This includes prescription benefit, prescription history, and prescription routing (new prescriptions and renewal requests):
 - ▶ To be eligible for Medicare incentive payments under MIPAA, prescribers must be using all of these e-prescribing services
 - ▶ Using prescription benefit information will ensure selected medications are covered by the patient's drug coverage, meet therapeutic guidelines and are cost-effective
- ▶ Bi-directional prescription routing enables automated prescription renewals which reduces phone calls and faxes and saves prescriber and staff time while ensuring better patient service. Be sure to check the system regularly throughout the day and always respond within 24 hours. It is helpful to assign this responsibility to an individual in the practice
5. Avoid batching or queuing prescriptions before sending them to the pharmacies electronically. This reduces the chance of the patient arriving at the pharmacy before the prescription is ready.
6. Follow DEA regulations and refrain from sending controlled substance prescriptions electronically. Do not approve prescription renewal requests for controlled substances that are sent electronically.
7. Think through workflow changes; understand how prescriber and staff roles and responsibilities may change when automating medication management.
8. Designate a practice leader or expert for e-prescribing. That staff member, by becoming increasingly adept at using the electronic prescribing system, will elicit additional value from your investment by making the process run more smoothly and help everyone get comfortable.

9. Ensure complete and effective training:

- ▶ Pace yourself
- ▶ Consider decreasing patient load when first implementing
- ▶ Learn how to access and use prescription benefit information such as eligibility and formulary, as well prescription history information
- ▶ Learn how to generate new prescriptions and respond to electronic renewal requests

10. Encourage independent pharmacies in your area to become enabled for e-prescribing, particularly patient favorites.

11. Inform your e-prescribing software vendor of any technical issues through their support process. If a patient shows up in a pharmacy and is told the prescription is not there, please report these cases so technical issues can be identified and pharmacy staff can be re-trained if necessary. If you receive fax prescription refill requests from connected pharmacies, please report these cases so corrections can be made to the pharmacy database on prescribers.

12. Orient patients to e-prescribing:

- ▶ Ensure they understand that it is safer and more convenient
- ▶ Ensure they come prepared with their preferred pharmacy
- ▶ Direct them to call the pharmacy rather than the practice for prescription renewals
- ▶ Consider using signage, recorded phone messages, patient reminder cards to reinforce the message. Patient education materials are available at www.surescripts.com.

For additional information on e-prescribing implementation best practices, please download the *Clinician's Guide to E-Prescribing* at www.theCIMM.org.