MAKING PRESCRIPTION ADHERENCE EASY, CONVENIENT & MOBILE

MANAGE WELLNESS

SYMPTOMS

DIAGNOSIS

TREATMENT

Outreach Strategies

- Data/Communication/Messaging

Potential issues identified
- Insurance
- Prior authorization
- Out of stock
- Partial fill
- Requires Dr. interaction

Pharmacy receives prescription order

Initiate a refill before current supply runs out
- Increased Adherence
- Reduce restock

Pharmacy consultation

Script filled by pharmacy

Confirmation Order Received

Proactive Outreach for Problem Resolution

Prescription Ready Notification

Prescription Picked Up

Medication Routine

Refill Reminder

SMTWTFS

Rx

Rx

Dr. Visit

Rx

Rx

Rx

Rx

Rx

Rx
SAMPLE MESSAGE & BEST PRACTICES

Confirmation:
- Provide estimated time to fill order or allow for scheduling

Proactive Issue Resolution:
- Insurance needs updating
- Dr. outreach is necessary
- Partial fill
- Out of stock

Prescription's Ready:
- Display first 2-3 letters of script for clarification
- Expired scripts only – display first letter only
- Include pick-up time and Rx #
- Provide account summary i.e. you have x orders ready for pick-up now

Refill Reminder:
- Allow for multiple refills
- Check refill eligibility (RT web svc.) (Waiting bin checks in real time)
- Prioritization Rules and Logic – expired – about to expire – past due – auto fill – controlled substance
- Patient options (refill and skip)