

Limited Time Opportunity To Join The Patient Centric Model—A Synchronized Prescription Refill Pilot Program

Introducing The Patient Centric Model (PCM)

The Patient Centric Model (PCM) is a synchronized prescription refill program designed to improve health outcomes by improving patients' medication persistency and reducing gaps in therapy. The goal is to migrate the patients that are taking multiple, on-going prescriptions for chronic conditions to an appointment-based model.

How PCM Works

The PCM program is “opt-in,” so patients are identified by the pharmacy staff. Ideal patients include those that are on multiple, on-going prescriptions for chronic disease conditions such as diabetes or hypertension. Those patients that agree to participate in the program are assigned an appointment day that is convenient for them, and a list of their chronic medications is compiled. They will then have refills for their chronic medications “synchronized” to come due on the same day of the month. Each month, the patient is interviewed by phone about any recent doctor's appointments, hospitalizations, or changes in medications, and their file is updated. They are also asked about each medication, and it is determined whether or not they need that medication refilled, and if not, why. Their medications are then filled and ready to pick up on their appointment day.

Patient Benefits	Pharmacy Benefits
Convenience—Less time and hassle <ul style="list-style-type: none"> • No longer have to remember to call in refills • Save time with fewer calls and pharmacy trips 	More time to engage in activities focused on patient care <ul style="list-style-type: none"> • Proactive role as healthcare advisor and consultant
Greater likelihood of staying on their medications	Ability to recognize changes in patients' therapies
More active involvement in their own healthcare <ul style="list-style-type: none"> • Increased understanding of medication therapy • Better relationship with the pharmacy and healthcare team 	Greater operational efficiencies <ul style="list-style-type: none"> • Increased inventory turnover • Decreased inventory on hand • Improved staff scheduling

Pharmacy Participation In The PCM Pilot Is FREE.

Pharmacy Receives Program Materials & Support	In Return, Pharmacy Agrees To
<ul style="list-style-type: none"> • Operations manual • Tracking forms • Patient agreement and enrollment cards • Marketing brochures • Bi-weekly newsletters • Email and phone support from project manager 	<ul style="list-style-type: none"> • Enroll at least 20 patients • Provide de-identified patient prescription history data (2-year baseline, 6-month and 12-month) • Participate for one year so progress can be tracked for the pilot

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SIGN UP TODAY. PCM Pilot enrollment ends January 15, 2010.