

OU Pharmacists Care Center, HDAP and YOU!

INTRODUCTION: The OU Pharmacists Care Center (OUPCC) is an independent, retail pharmacy that is open to the public. We serve patients from the entire OU Health Science Center Campus with patients having HIV/AIDS, cancer, diabetes, hypertension, illness, and/or emergencies from the emergency room, to name a few.

- 1) The OUPCC has NEW team members! We are making room for growth! New team members:
 - Raquel, who is a bilingual soon-to-be tech,
 - John, our new Pharm D and
 - Regena, our new clerk, who will start in the next few weeks!
- 2) Adherence Program
 - Through new reporting protocols, OUPCC is able to identify non-adherent clients, follow-up with them and get them back on track and filling/taking their medications properly!
- 3) Patient service time (filling and mailing)
 - An average serve time (time it takes to fill a prescription) for a typical OUPCC patient is approximately 15-20 minutes, **assuming there are no issues with prescription, insurance (i.e. 3rd party insurance or HDAP, non-formulary medications that require Prior Authorizations, COBRA, FDA drug regulations that require overrides), and any other issues (drug-interactions, side effects, etc.)
 - RX's written by residents, usually require a phone call (at minimum) from the pharmacy (they're learning ☺)
 - Thus, each patient takes roughly about 20 minutes, unless the patient has more than 5 prescriptions which will take longer of course
 - A good percentage of our patients have over 10 prescriptions!!
 - Patient prescription orders are processed in the order they are received in the pharmacy by verbal, phone, or fax as indicated.
 - The HDAP contract states that the OUPCC has 48 business hours to process and mail out patients medications upon initiation of the prescription order
***This time commitment can be affected by several variables, also noted in the HDAP contract, such as the delayed response time it takes for doctors to return phone calls and faxes, insurance rejections or additional paperwork required by private 3rd party insurance companies (i.e. Medicaid, AETNA, Medco, etc.) or issues with the HDAP application
- Please call the pharmacy to confirm the status of patients' prescriptions before stating to the patient that they are ready! Often times, there may be technical issues that are preventing the medication order from being fulfilled.
 - It is our job to relay the information to the patient in regards to when medications will be ready since we are in the best position to provide a more accurate estimation time when prescriptions will be ready. **If there are problems that are holding up the order, we do our very best to keep the patient informed and up-to-date on the status of their order, however, disconnected phone numbers, no voicemail options or no answer, sometimes delay the patient receiving the information.

- If the prescriptions are to be mailed out, an address must be verified *each time* before meds may be shipped, as stated by the HDAP contract.
 - We will not mail out medications until patients call us back to confirm a mailing address.
 - Often times, patients will call leave a message to mail their medications but will not leave a mailing address. This delays the patients' processing time.
- If information needs to be confirmed or if there is an issue with a clients order, we (OUPCC) try to reach the patient for at least 2 days. If we cannot reach patient, we try to reach the case manager (CM) to confirm telephone number. If we are not able to reach the patient after confirming info with the CM, may we contact CM again, so that they can make note of the attempts and address them in the re-cert meeting with their client?
- Patients that have HDAP co-pay assistance/COBRA/Medicare Part D (private 3rd party insurance & HDAP) can only refill according to the refill dates mandated by the 3rd party insurance, *NOT* HDAP's policy of refilling medications every 21 days; however, patients should still call 7-10 days before refills are due, so that any problems can be addressed in a timely manner.
 - The 21 day policy is applicable to patients that strictly have HDAP only and patients are strongly encouraged to take advantage of this benefit
- Some private 3rd party insurance companies like Healthchoice and PAID (MEDCO) keep track of any early fill dates which can affect when patients can refill their medications in the future.
- 4) Other information we'd like for you to know:
 - OUPCC has 2 incoming phone lines, designated for patient calls. If both lines are in use, the 3rd incoming call will roll over to our secure voicemail system. Please encourage your clients to leave a message with all of the information listed on our message. We will process those orders as we receive them. We check our voicemail at least every 2 hours! We will return calls to patients who request a call back or patients who have any issues with their order (insurance, HDAP, out of refills etc.).

Please contact me if you have any questions, comments, or concerns.

Thank you for your time, and I am looking forward to working with the Ryan White team to improve healthcare and service!

Regards,

Phong

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