



PHARMACY HELP GUIDE

This guide is intended to provide office staff with helpful information about new prescriptions and refills.

TIPS AND BEST PRACTICES

NEW BRAND-NAME PRESCRIPTIONS

Office Routines



Set up favorites for frequently prescribed medications

- For the medications you prescribe most frequently, set up favorites/preferences in your eRx/EMR system



Indicate dispense as written (DAW)

- If a brand-name medication is required and a substitution is not appropriate, indicate dispense as written (DAW) on the eRx, fax, telephonic, or hardcopy prescription. Indicating DAW disallows a pharmacy substitution without prescriber approval



Prescribe the maximum supply allowed by insurance

- If appropriate, prescribe the maximum supply allowed by the patient's insurance (typically 90 days) for patient convenience and savings

Advising Patients



Explain why the medication was selected

- Inform patients why the medication was prescribed. If the pharmacy suggests a substitution, patients should discuss the appropriateness of the substitution with their prescriber and pharmacist



Maximize patient out-of-pocket savings

- Provide commercially insured patients with copay savings cards and advise them to activate the cards prior to arriving at the pharmacy



Support patient adherence

- Explain to patients the importance of adhering to therapy
- Inform patients that some pharmacies can place ongoing prescriptions on automatic refill, if appropriate
- Advise patients to sign up for text/email refill reminders, if this service is available
- Recommend patients inquire about “medication synchronization” (when the pharmacist coordinates the refill of multiple medications so patients can pick them up on a single day each month)

REFILLS OF BRAND-NAME PRESCRIPTIONS

Office Routines



Check patient medication

- Ask patients to bring their current medications into the office to ensure they are taking what was prescribed



Check refill/substitution requests

- If the original prescription was written with DAW indicated, the refill authorization must also indicate DAW—or the refill may be automatically substituted with a generic
 - Consider writing a new prescription/eRx vs a refill authorization/eRx
- If a substitution is being requested for a refill, clarify who is requesting the change (pharmacy or insurance) and the reason for the requested substitution



Send refill requests via your EMR/EHR system

- Utilizing EMR/EHR systems can improve office recordkeeping because of digital tracking

EMR = Electronic Medical Record. EHR = Electronic Health Record.

