

Retail Pharmacy REMS for Opioids; Challenges and Solution

Tufts Health Care Institute's
Program on Opioid Risk Management
February 23rd – 24th, 2009

Retail Pharmacy REMS for Opioids; Challenges and Solution

■ Objectives

- Challenges
- Solution

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- **Objectives**

- To understand the operational pharmacy challenges of managing an opioid REMS program,
- To understand the technical pharmacy challenges of supporting an opioid REMS program,
- To describe the optimal solution for an opioid REMS program for the retail pharmacy distribution channel

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- Objectives


- Challenges

- Solution

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- **Challenges**

- **Participation**
- **Workflow**
- **Technical**
- **Training**



Pharmacies - > 55K
Pharmacists - > 200K
Physicians - > 250K
Technicians - > 275K
Prescriptions - > 20M

Accessibility is paramount!

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- **Participation Challenges**

- Patient Registry Verification
- Physician Registry Verification
- Clinical Verification Requirements
- Exception Handling

Questions:

**Where
performed?**

**What are my
responsibilities?**

**How do I
remember?**

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- **Workflow Challenges**

- Rx Order Receipt
- Rx Order Entry
- Rx Billing
- Rx Dispensing
- Rx Pick-Up



Questions:

Where performed?

**What are my
responsibilities?**

How do I remember?



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- **Technical Challenges**

- Telephone / IVR
- Pharmacy System
- Billing System
- POS Register
- Signature Capture
- Internet Access

Questions:

**How do I
perform these
activities cost-
effectively?**



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- **Training Challenges**

- Pharmacist
- Pharmacy Technician?
- Program Adherence
- Initial vs. On-Going
- Program Understanding

Questions:

How do I manage?

How do I perform cost effectively?

How do I ensure compliance?



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- Objectives
- Challenges
- **Solution**

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- **The Solution**

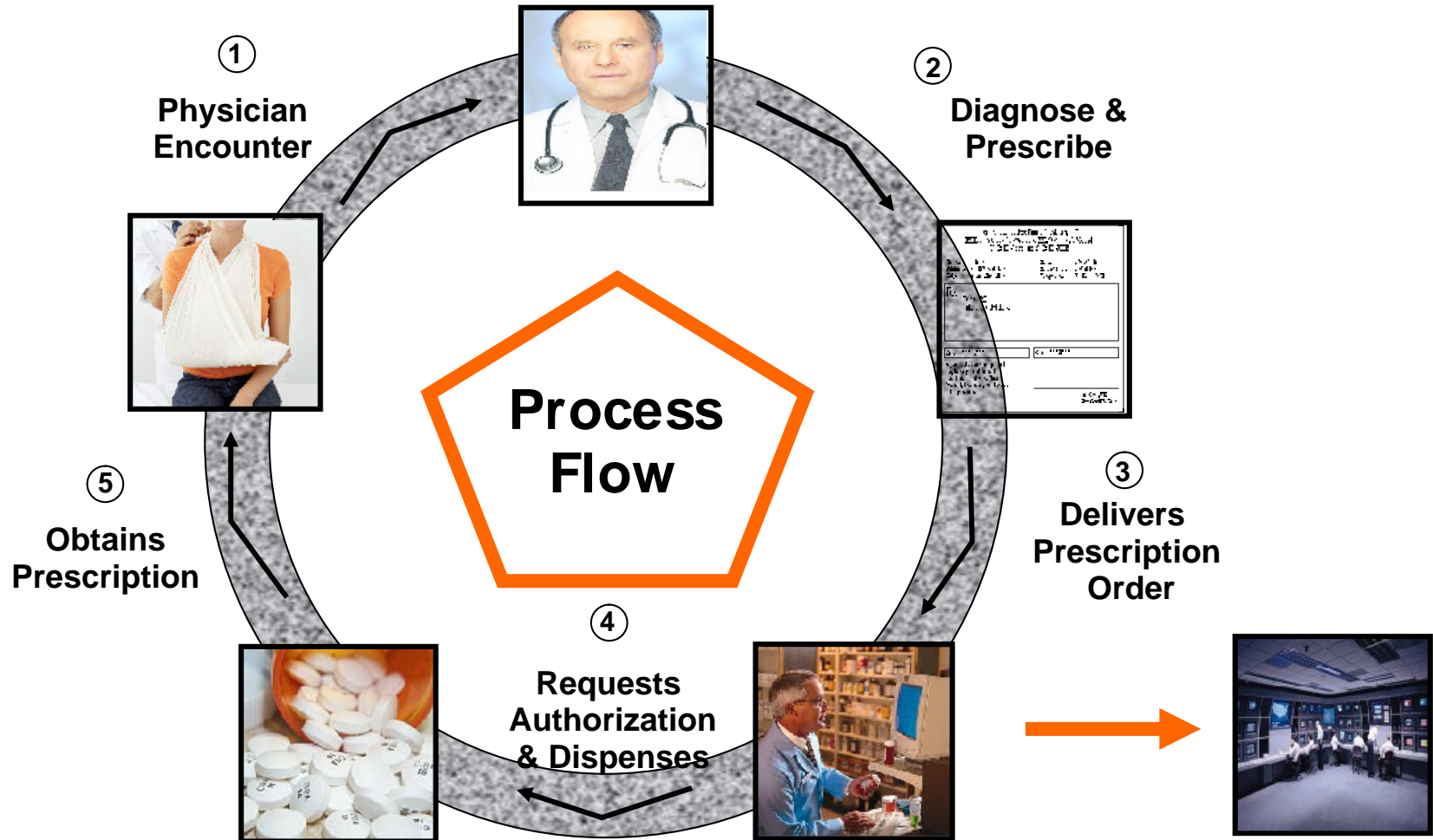
- **An electronic network supporting...**

- **Certification of Patient Registration,**
 - **Certification of Physician Registration,**
 - **Certification of Pharmacy or Pharmacist Registration, &**
 - **Clinical monitoring**

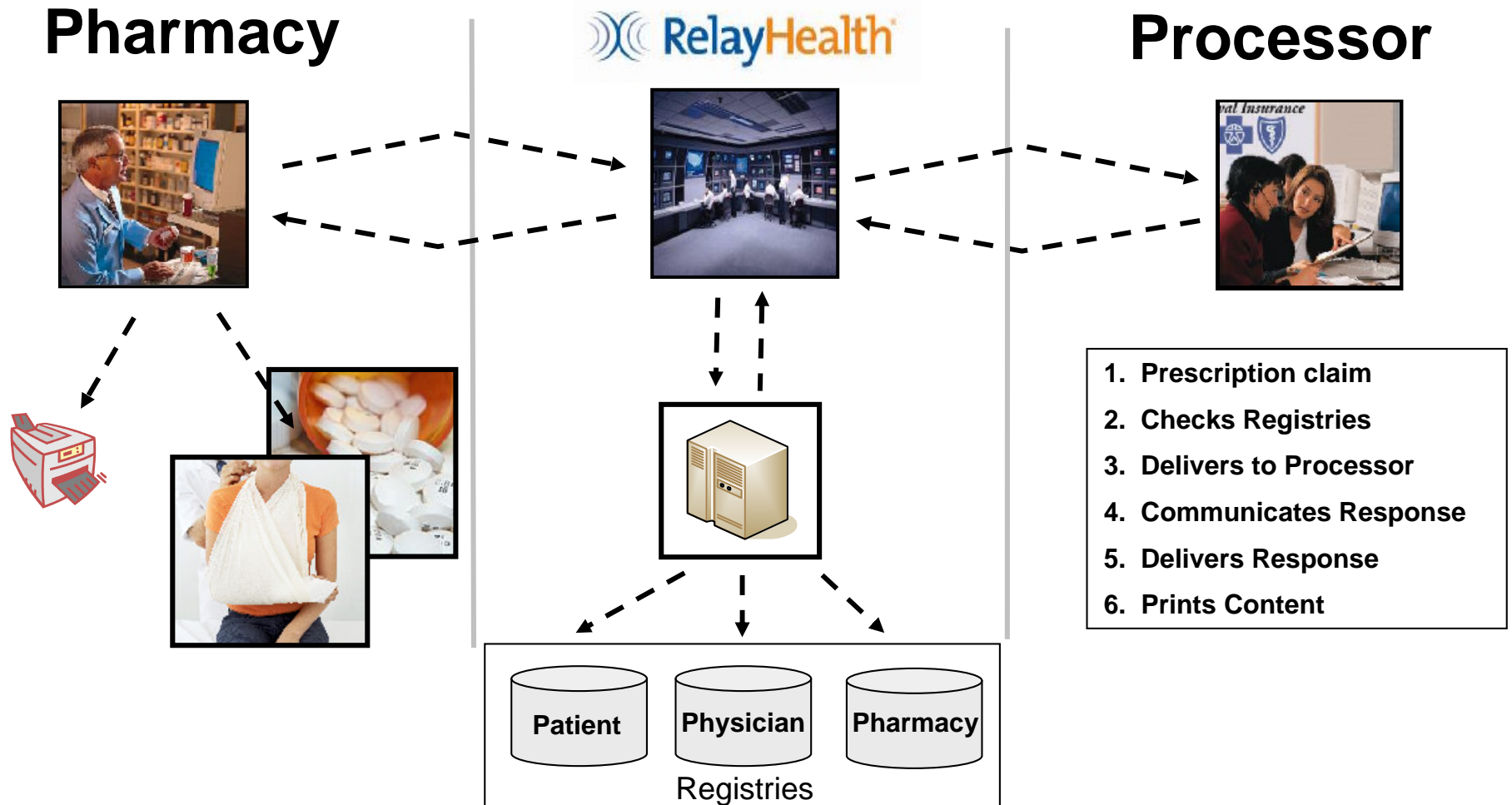
While ensuring open access to the medication.

The Solution!

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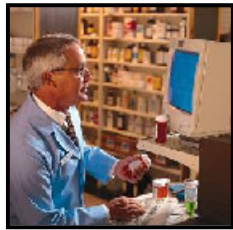
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Piggyback on Billing Request

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Pharmacy

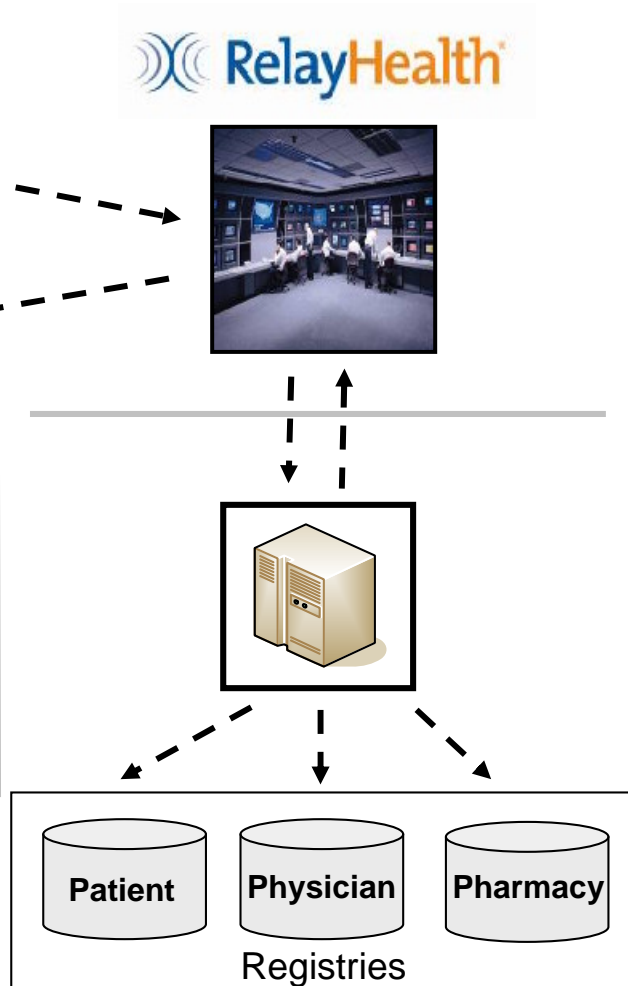


Processor



Registration Verification
Proposed new transaction type
Approval or Denial

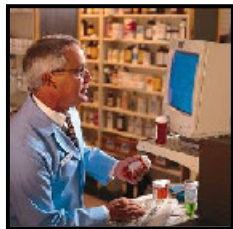
1. Prescription Verification
2. Delivers to Processor
3. Communicates Response
4. Delivers Response



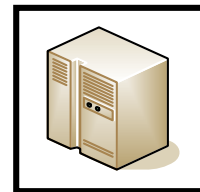
Registration Verification Request

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Pharmacy



Registration Verification
Operates without regard
to standard
Approval or Denial



Registries

Processor



1. Prescription Verification
2. Delivers to Processor
3. Communicates Response
4. Delivers Response

Registration Verification via Web Portal

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