



Specialty pharmacy checklist for virtual patient support

In the wake of the pandemic, the specialty pharmacy environment has changed dramatically. Phone waits are longer with some staff still working remotely, patients are concerned about refills and shortages of their critical medications, and contactless delivery has become an ongoing expectation. All of this is happening while care teams and resources are stretched thin as pharmacies struggle with a nationwide staffing shortage.

Now more than ever, it's critical to provide remote care support for patients, families, and caregivers. How can pharmacies enable a higher level of virtual patient and caregiver engagement and care team collaboration? The latest technology provides staff with the tools they need to operate in these changing times while considering the safety of all involved. We've put together a checklist of the critical services you need to provide a high level of remote patient support.

1 TWO-WAY PATIENT & CAREGIVER COMMUNICATION

Patients and caregivers are concerned about medication refills and timely delivery of their critical meds. Digital patient and caregiver communication are more important than ever, which is why they need the ability to engage with pharmacy staff in real-time.

2 CUSTOMIZABLE REFILL FORMS

Traditional phone-based communication can delay therapy and lower rates for medication adherence. Automating manual processes with customizable mobile forms that allow for conditional logic helps ensure patients receive timely delivery of medications, improves outcomes, and enhances data collection.

3 SECURE, INSTANT CARE TEAM MESSAGING

With care teams primarily operating remotely, waiting for an email or return phone call loses valuable time. Securely communicating in a virtual environment allows the pharmacist, staff, delivery personnel, or other care team member to exchange messages instantly.

4 ELECTRONIC SIGNATURE CAPTURE

With the increasing need for contactless interactions, electronic or app-less signatures for critical documentation ensure timely delivery, confident claim support, faster processing, and more streamlined integration into your pharmacy dispensing system.

5 BROADCAST MESSAGES

Instantly broadcasting important information concerning critical updates to the entire census and their caregivers saves valuable time. Whether COVID-19 information or a natural disaster, the ability to instantly communicate to a mobile device is critical.

6 EDUCATIONAL OUTREACH

Since patients, families, and caregivers have greater responsibility for care in a remote setting, making it possible to easily access customized educational materials at any time, any place, on any device helps them support the care plan and helps ensure therapy adherence.

7 MULTI-LINGUAL SUPPORT

Patients and their families may be more comfortable communicating in their native language. Auto-translate features can reduce delays in care when receiving inbound communications.

8 PHARMACY DISPENSING SYSTEM INTEGRATION

Integration into a provider's pharmacy dispensing system ensures that the digital patient information captured in texts, forms, and electronic signatures is presented at critical points in the workflow and the patient record. CitusHealth supports FHIR-based APIs, which are promoted by CMS and essential to integration.

A tightly integrated platform that checks off everything on this list helps provide maximum return on investment for specialty pharmacies. Only CitusHealth offers this kind of integration—enabling better adherence, greater efficiencies, and happier patients, families, and caregivers.

[Click here to learn more about the CitusHealth solution today.](#)