

Creating a Digital Refill Program Using Readily Available Software

Katie Moore, PharmD, CSP
 Clint Ivie, PharmD, MBA, CSP
 Intermountain Specialty Pharmacy

INTRODUCTION

- Relying only on telephonic interactions with patients to set up refills can lead to long hold-times and decreased patient satisfaction
- Patients of all ages prefer digital communication with healthcare providers
- Not all Specialty Pharmacies have access to bi-directional digital communication with patients

OBJECTIVES

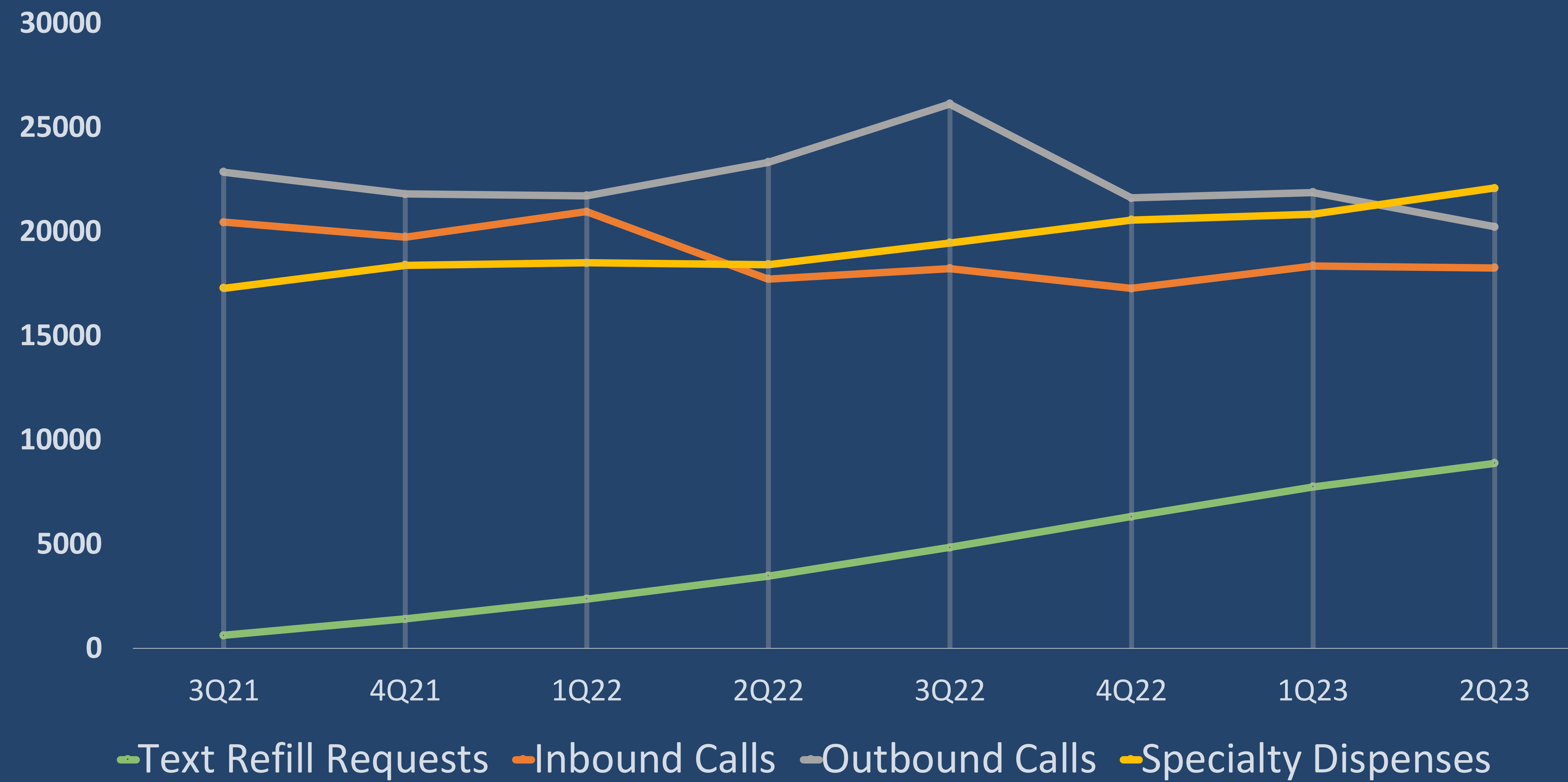
- Develop a digital refill program using software already available to the health system
- Evaluate patient engagement with the digital refill program

METHODS

1. Created refill questionnaire using Microsoft Forms
2. Link to form manually sent to patient through SMS text using the Patient Communications Solution by SureScripts in EnterpriseRx
 - QR Code magnets with link to form also sent to patients
3. When form is submitted the refill request is added as an item on a Microsoft List using Microsoft Power Automate
 - Allows for information to be displayed in an easy-to-read format to set up order in dispensing software

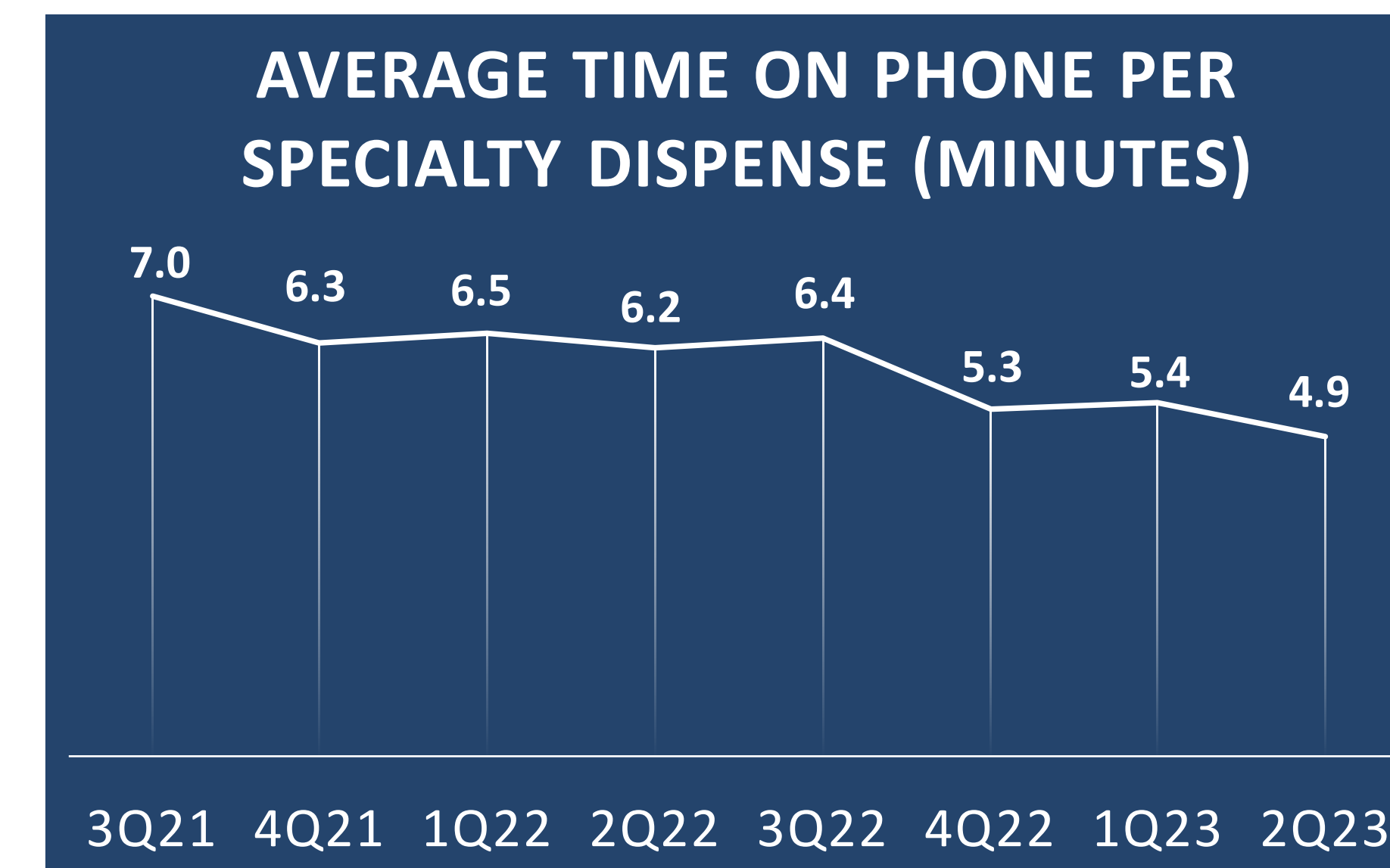
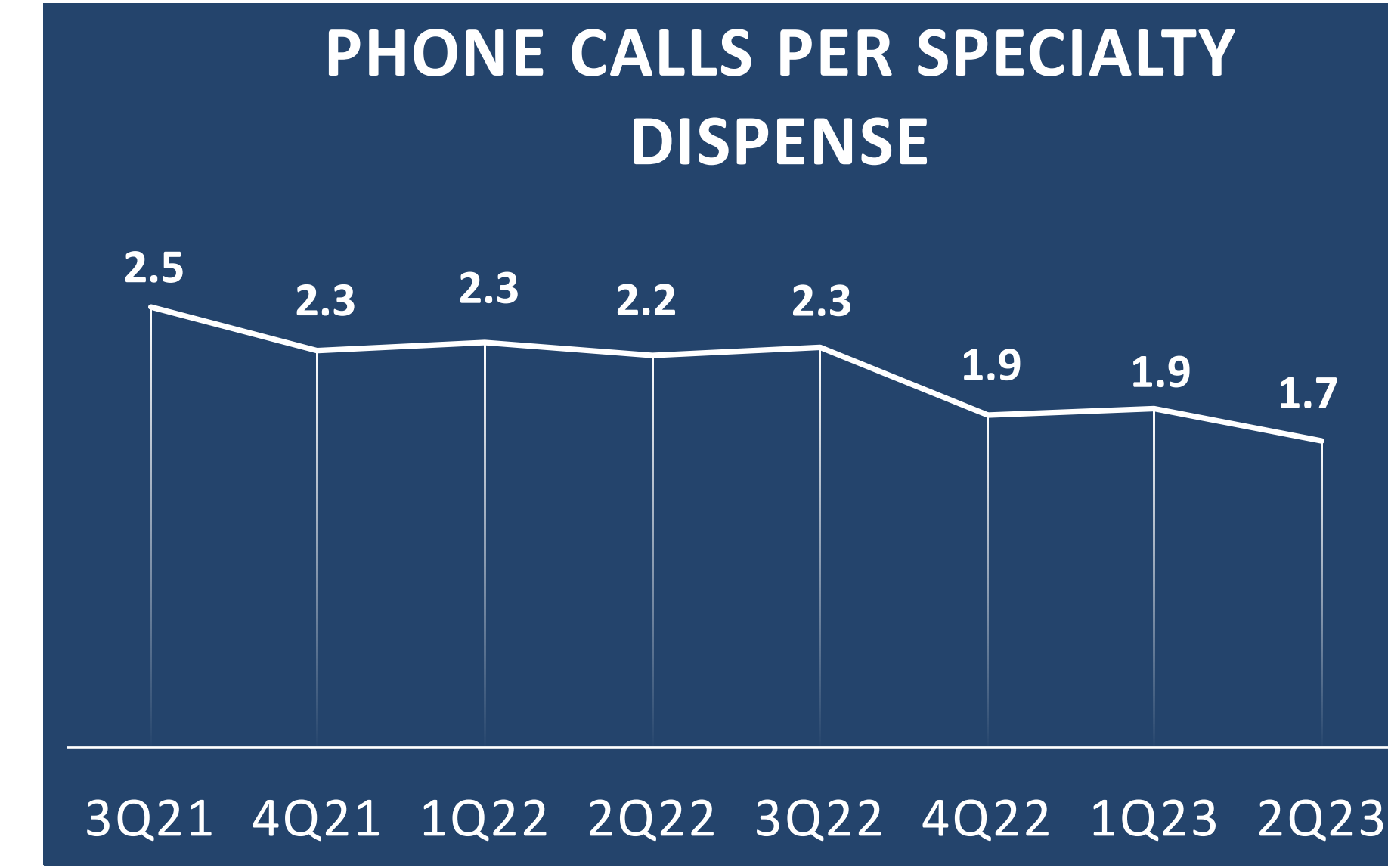


High patient engagement with a pharmacy-created digital refill program



RESULTS

- 5,722 patients requested a refill using the digital refill program
 - 50% of these patients requested a refill using the program 5 or more times
- Currently 40% of refills are requested using the digital refill program



*Average of 2.8 minutes on phone per call

DISCUSSION

- A high percentage of patients utilized the digital refill program multiple times
- Between 3Q2021 and 2Q2023 the number of inbound and outbound phone calls were similar
 - The number of digital refills increased by more than 10-fold
 - Overall time to set up refill order in the dispensing software is similar between the digital and telephonic processes
 - The digital refill program allowed the pharmacy to increase the number of specialty dispenses without increasing the time actively spent on the phone
- Drawbacks in the program included patients submitting inaccurate information or requesting a delivery date that was not possible, resulting in the need for telephonic contact with the patient