

# Discharge Medication Reconciliation

To Remotely Go Where Few Pharmacists Physically Can Go

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# Disclosures

- Work for Northwest Telepharmacy Solutions, a for-profit organization providing remote pharmacist services

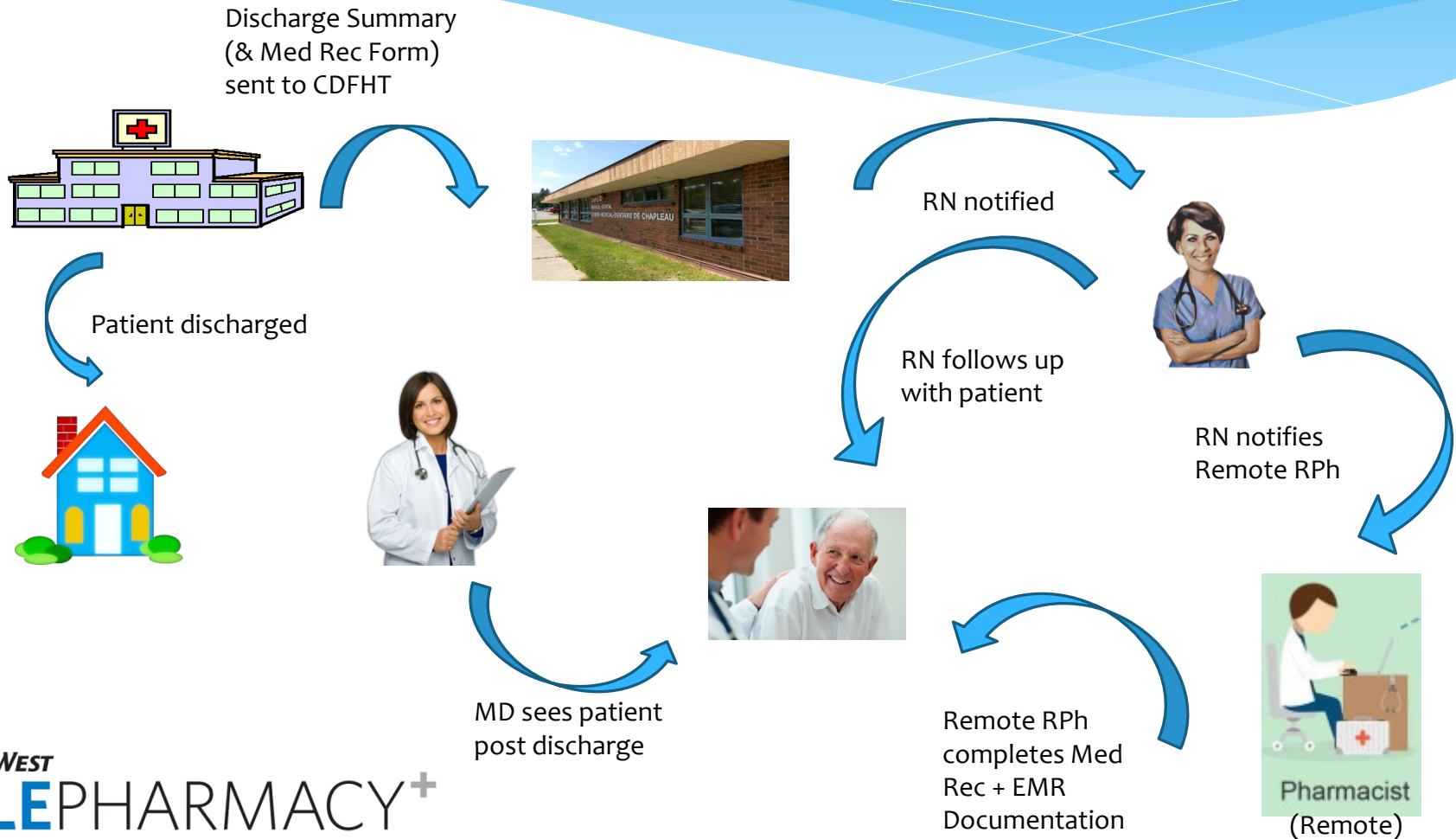
# After this presentation you should be able to:

- Describe the necessary steps to develop a medication reconciliation post-hospital discharge process
- Describe the technology used for delivery of remote pharmacist services
- Identify potential barriers for a successful remote medication reconciliation program

# Chapleau and District Family Health Team



# The Med Rec/Follow-Up Process @ CDFHT





# Where to start?



# Having an accurate list

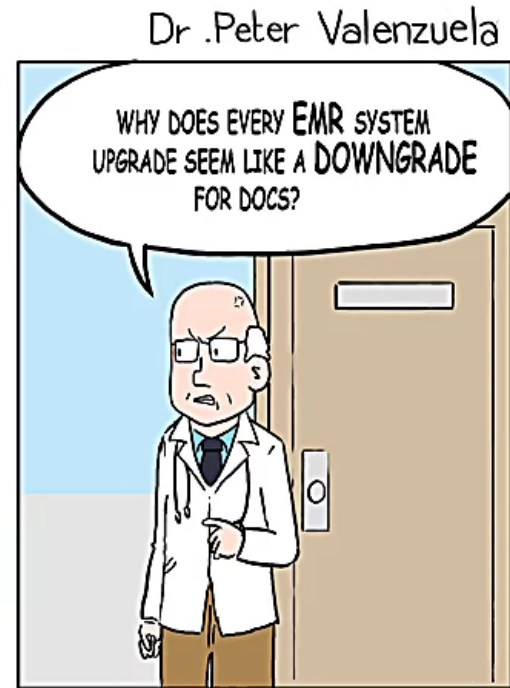
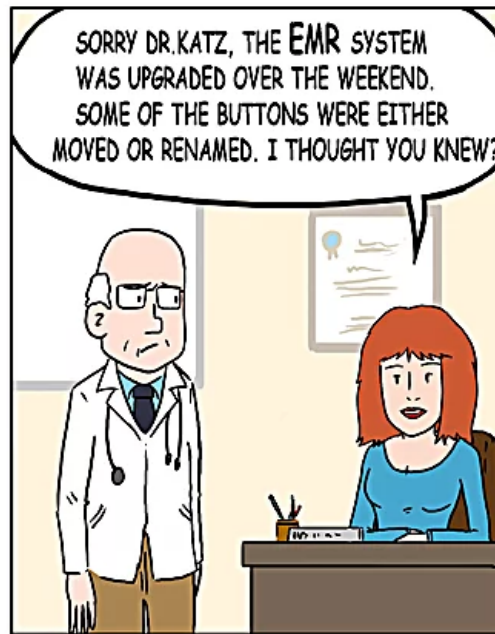
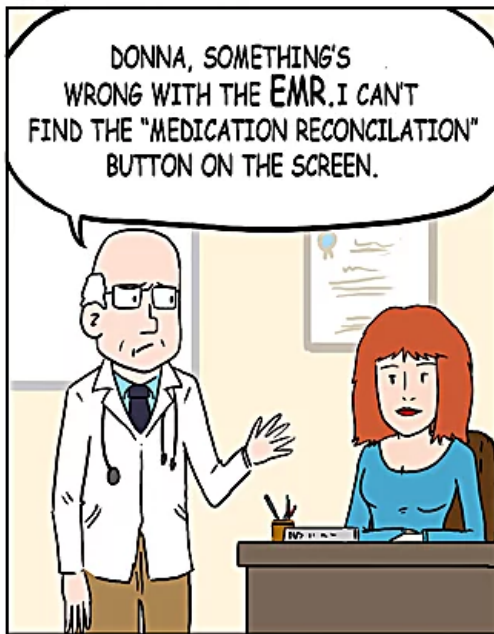
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“Right now I take a blue pill, a purple pill, an orange pill, a white pill, and a yellow pill. I need you to prescribe a green pill to complete my collection.”

82 x 504

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# What steps to take?

- Develop admission and discharge workflow in collaboration with hospital
- Engage your EMR vendor and Meditech vendor
- Define human resources
- Determine technology resources

# Early data....

- In 2018 thus far
  - 28% of patients discharged who were contacted within 72 hours
  - 21% of patients readmitted within 30 days
  - 8 patients have been referred to pharmacist
- Challenges with extracting data from PSS search
  - On-going refining
  - # visits vs # of patients
  - Referral process currently based on when discharge Rx  $\neq$  EMR



# How does a Remote RPh work?



# Video Technology



# Lessons Learned

- Patients need to be aware of the program
- Process in place of how RPh to connect with patients
- Simple technology sometimes works best
- Don't forget about French speaking patients





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