

MEDICATION THERAPY MANAGEMENT SERVICES

What is medication therapy management?

- A program designed to help patients get even greater value from their medications by reducing medication waste.
- Targets patients with chronic illnesses and/or using multiple medications.
- Free, voluntary service to patients.

What is Medication Waste?

Waste occurs whenever...

- A high cost medication is used when an equally effective lower cost alternative is available
- A patient requires a different medication due to a side effect or reaction to a medication
- A medication fails to achieve intended results
- A patient is non-compliant with his or her medication.

HOW DO WE ADDRESS MEDICATION WASTE?

Our Medication Therapy Quality Review programs...

... offer 1:1 counseling with trained pharmacist to help patients understand the medications they are taking and how the drugs work.

We offer two forms of this service that can be provided together or separately.

1. Drug problem review of prescriptions at the time of dispensing.

This service goes beyond what pharmacists ordinarily do when dispensing medications.

Pharmacists contact the patients physician to resolve potential drug problems before the prescription is dispensed, and in some cases to change a drug to one that is more cost-effective for the patient.

The review is done in real-time—before the prescription is dispensed.

We offer this service through a service partner: *Outcomes Pharmaceutical Care*. Pharmacists are compensated only when they identify, document and resolve a drug related problem. This firm guarantees that the estimated costs avoided from resolving drug therapy problems will be greater than the premiums they charge. This service can easily be designed to emulate the service being offered to King County employees (>25,000 covered lives).

2. Comprehensive review of patients' drug therapy.

The service involves making a sit-down appointment with a qualified pharmacist to go over the patient's medication issues.

Sometimes called a Comprehensive Medication Review or 'Brown Bag Review', this service is typically offered as a voluntary service to patients.

Patients are directed to one or more pharmacies close to their home. Patients are not required to have their prescriptions filled at this pharmacy.

Studies have shown that patients using such services have positive outcomes in terms of disease control, lower medical care costs to the plan, and are highly satisfied with the service. (*references available upon request*)