Virtual Pharmacy Service: Partnering with VA Medical Centers to Reduce Outpatient Prescription Fulfillment Time

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Pharmacy Benefits Management Meds by Mail Program

Introduction

This study seeks to novel how Virtual Pharmacy Service (VPS) was built on the principle of providing a quality and value-added service for VAMCs who directly support and serve veterans and want to provide the best possible support to you. If you could fill out this support scorecard for us...

Objectives

- Improve the timeliness of prescriptions processing for VAMCs.
- Reduce pharmacy workflow complexity.
- Improve overall pharmacy productivity.
- Reduce pharmacy workflow complexity.
- Improve patient satisfaction at the facility level.
- Reduce pharmacy workflow complexity.

Methods

- Conducted with feedback from facility to develop "Strategies for Pharmacy Processing" to include...
- Survey on site at facility to gather...
- No additional pharmacy service fees have been charged.
- Average pharmacy staff size decreased from 30 to 10 per facility.
- Data was tracked on the five new sites added over the past three years and in 2011-2015.
- VPS was designed to reduce...
- Increase patient satisfaction at the facility level.
- Reduce pharmacy workflow complexity.
- Train VPS pharmacists on the policies and procedures of virtual prescription verification for the VA Medical Center.
- After implementation of VPS, the VA Medical Center was able to reduce pharmacy workflow complexity.
- The Scorecard queried the likelihood of using VPS on the ability of the VA Medical Center when the pending file reached an agreed upon threshold of XXXX prescriptions, with processing of up to XXXX and the Program Director, Meds by Mail or designee.
- XXXX VA Medical Center, as above for validation. Any discrepancies will be resolved between the Chief, Fiscal Service, and the Program Director, Meds by Mail or designee.
- Costs indicated will remain in effect for one year. After that time, the cost will be increased accordingly.
- Cancellation may be made upon
- The following general provisions, as set forth below, apply to this agreement unless otherwise specified in the "Remarks" parentheticals:
- The agreement is subject to the following conditions:
- The agreement may be terminated by written agreement between the...