2015 4th Quarter Board of Pharmacy Telepharmacy Report

This is the end of the first year of operation of the pilot telepharmacy in State Center. Business has continued to steadily increase since opening in May 2015, and patients are becoming much more familiar with the operation of the telepharmacy. We are still working to grow the business and involve the pharmacy with the community. Our staff is active in community fundraising events, and I (pharmacist in charge) have talked to patients at a community event.

A pharmacist is still on site once weekly for 8 hours per week. A monthly inspection is done while the pharmacist in charge is on-site. It is still NuCara's goal to involve the pharmacist more on-site as time progresses and volume permits.

Table 1: Total number of prescriptions filled by month (2015 by quarter)

Total Number of RX Filled	Quarter 2 May-June	Quarter 3 July-September	Quarter 4 October- December	Total for 2015
	499	1277	1644	3420

Table 2: Average number of prescriptions filled by day (2015 by quarter)

Average Fills by Day	Quarter 2 May-June	Quarter 3 July- September	Quarter 4 October-December
Monday	**12**	**23**	**34**
Tuesday	**12**	**21**	**26**
Wednesday	**13**	**18**	**27**
Thursday	**12**	**17**	**18**
Friday	**9**	**16**	**18**

There have been two documented quality related events that have reached the patient. Neither of these caused harm to the patient, but both the patient and physicians were contacted regarding the error. Both involved the entry process; one had the wrong drug selected, and one was the incorrect strength. The telepharmacy utilizes NuCara's continuous quality improvement website to document all errors. Upon discovery of an error the technician on site immediately notifies the pharmacist in charge.

Clinical services are still a priority at the telepharmacy, and we are working to implement new programs to bring services to these underserved patients. Patients are able to get medications packaged, MTM services as well as in depth counseling as needed. We also offer any immunization while a pharmacist is on-site.

Our two main areas of focus in 2016 include growing the prescription volume and increasing clinical services by our pharmacists. Increasing the volume of prescriptions would help provide opportunities to grow the clinical business. We will continue to be involved in the community and participate in local events.