



## Telepharmacy: An Emerging Pharmacy Practice Method

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## WEBINAR INFORMATION

### What is a live webinar?

A live webinar brings the presentation to you – at your work place, in your home, through a staff in-service program. You listen to the speaker presentation in “real time” as you watch the slides on the screen. You will have the opportunity to ask the speaker questions at the end of the program. Please join the conference at least 5 minutes before the scheduled start time for important announcements.

### How do I process my Continuing Pharmacy Education (CPE) credit?

Continuing pharmacy education for this activity will be processed on ASHP’s eLearning system and reported directly to CPE Monitor. After completion of the live webinar, you can process your CPE credit and print your statement of credit online at <http://elearning.ashp.org/my-activities>. To process your CPE credit, you will need the Classroom Attendance Code that will be announced at the end of the webinar. CPE processing instructions are located on the last page of this handout.

### What do I need in order to participate in the webinar?

1. Computer with internet access and basic system requirements. When you register, the webinar system will assess your system to ensure compatibility.
2. Telephone to dial the toll-free number and listen to the presentation (if you choose not to use Voice Over IP [VoIP] via your computer).

### Webinar System Requirements

Be sure to view the webinar [system requirements](#) for Windows, Mac, iOS, and Android prior to the activity.

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## ACTIVITY OVERVIEW

Spurred by the technological revolution and its impact on healthcare, the telehealth industry is growing exponentially. The increasing use of telepharmacy in the delivery of pharmacy products and services to patients is contributing to telehealth's rapid growth. This educational activity is designed to explore telepharmacy trends and how they affect pharmacy practice, including current and future telepharmacy models, emerging technician roles and activities, and obstacles that slow adoption of telepharmacy. Learners will also have the opportunity to hear about telepharmacy advantages and disadvantages, legal considerations and regulatory trends.

## LEARNING OBJECTIVES

At the conclusion of this knowledge-based educational activity, participants should be able to

- Describe examples of telepharmacy practice models currently in use.
- Evaluate differences in telepharmacy and traditional pharmacy practice models, and how pharmacy technician roles may be affected.
- Review three possible legal/regulatory considerations involved in telepharmacy practice.

## CONTINUING EDUCATION ACCREDITATION



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This activity provides 1 hour (0.1 CEU) of continuing pharmacy education credit (ACPE activity # 0204-0000-17-423-L05-T).

Participants will process CPE credit online at <http://elearning.ashp.org/my-activities>. CPE credit will be reported directly to CPE Monitor. Per ACPE, CPE credit must be claimed no later than 60 days from the date of the live activity or completion of a home study activity.

Complete instructions for processing CPE are located on the last page of this handout.

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## ACTIVITY FACULTY

### **Emily Alexander, Pharm.D., BCPS, FASHP**

Surveyor, Telehealth Pharmacy Practice  
Center for Pharmacy Practice Accreditation  
Madison, Wisconsin

**Emily Alexander, Pharm.D., BCPS, FASHP**, is Surveyor for Telehealth Pharmacy Practice at the Center for Pharmacy Practice Accreditation in Madison, Wisconsin. Prior to this position, Dr. Alexander was the founder and former CEO at Envision Telepharmacy, where she developed innovative processes and systems to improve access to pharmacy services, and provided oversight for all services and telepharmacy systems. Envision was an international provider of telepharmacy products and systems, as well as a United States service provider of telepharmacy services such as remote medication order entry and pharmacist electronic supervision.

Dr. Alexander earned her B.S. Pharm from the University of Colorado – Boulder, and her Pharm.D. from Idaho University in Pocatello, Idaho. She is a recognized leader in telepharmacy, having successfully advanced the adoption of rule and regulation, authored papers, and implemented successful services, programs and products in the field. She has spoken regionally, nationally and internationally on topics involving telepharmacy.

## DISCLOSURE STATEMENT

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- Emily Alexander, Pharm.D., BCPS, FASHP, declares that she has been a consultant for Becton Dickinson Law Group and partner at Envision Telepharmacy.
- Other planners report no financial relationships relevant to this activity.



## Telepharmacy – An Emerging Pharmacy Practice Model

Emily Alexander, Pharm.D., BCPS, FASHP  
Surveyor, Telehealth Pharmacy Practice  
Center for Pharmacy Practice Accreditation



## Disclosures

- Emily Alexander, Pharm.D., BCPS, FASHP, declares that she has been a consultant for Becton Dickinson Law Group and partner at Envision Telepharmacy.
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## Objectives

- Describe examples of telepharmacy practice models currently in use.
- Evaluate differences in telepharmacy and traditional pharmacy practice models, and how pharmacy technician roles may be affected.
- Review three possible legal/regulatory considerations involved in telepharmacy practice.



## Overview



## Definition of Telepharmacy

- *Telepharmacy is a method used in pharmacy practice in which a pharmacist utilizes telecommunications technology to oversee aspects of pharmacy operations or provide patient-care services.*
- Model State Pharmacy Act and Model Rules (2006)

American Society of Health-System Pharmacists. Statement on Telepharmacy. <http://www.ashp.org/DocLibrary/BestPractices/ASHP-Statement-on-Telepharmacy.pdf>. Accessed January 4, 2017.



## Telepharmacy Operations/Services

- Dispensing
- Verification of sterile & non-sterile compounding
- Medication therapy management (MTM)
- Drug review and monitoring
- Patient assessment
- Patient counseling
- Clinical consultation
- Outcomes assessment
- Decision support
- Drug information

American Society of Health-System Pharmacists. Statement on Telepharmacy. <http://www.ashp.org/DocLibrary/BestPractices/ASHP-Statement-on-Telepharmacy.pdf>. Accessed January 4, 2017.



Example of a dispensing (or distribution) telepharmacy service:  
**Pharmacist Electronic Supervision of Pharmacy Technicians**



Frank, a pharmacy technician in a small and rural hospital, has been working during the day with a pharmacist. He will now start working the evening shift using a telepharmacy system to work with a remote pharmacist. What would you tell Frank about how his role may change?



- A. He will rely more on verbal communication than ever before.
- B. Understand how RPh checks his work and organize accordingly.
- C. He will communicate less with nurses than before.
- D. A & B



**Pharmacist Electronic Supervision of Technicians - Expanding Roles**

- Work under pharmacist's remote supervision
- Often act as liaison between pharmacist and nurses/patients
- Organize, perform, capture images and communicate regarding remote work
- Communication and work with pharmacist are documented and later retrievable



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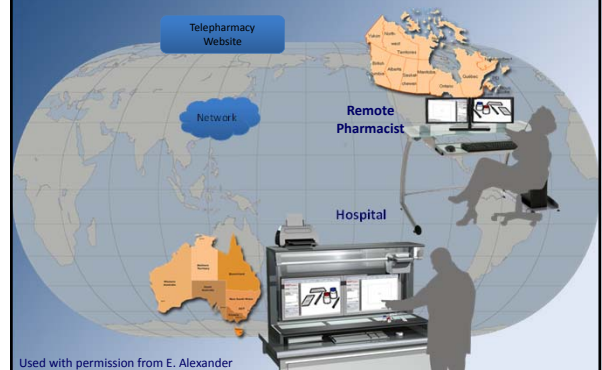
**Electronic Supervision of Technicians**



Used with permission from E. Alexander



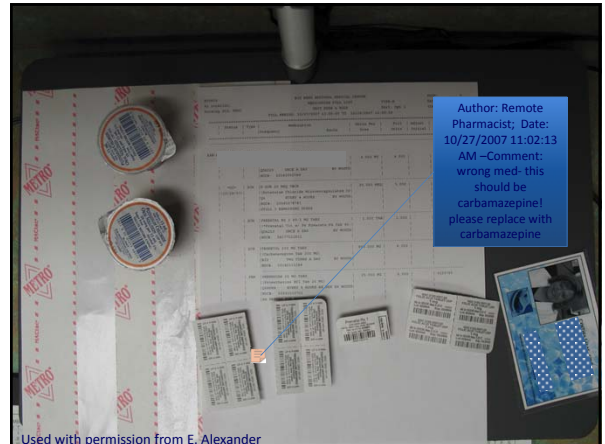
**Electronic Supervision of Technicians**



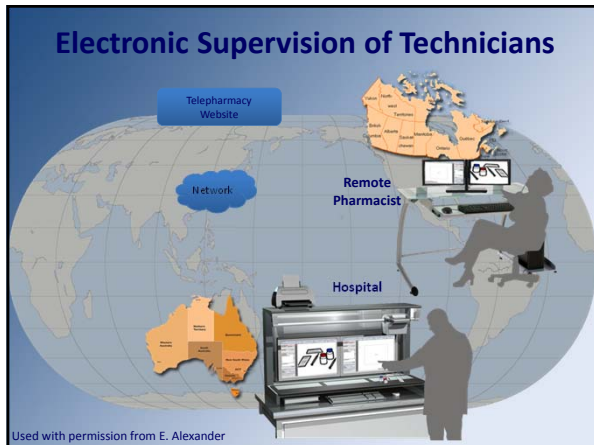
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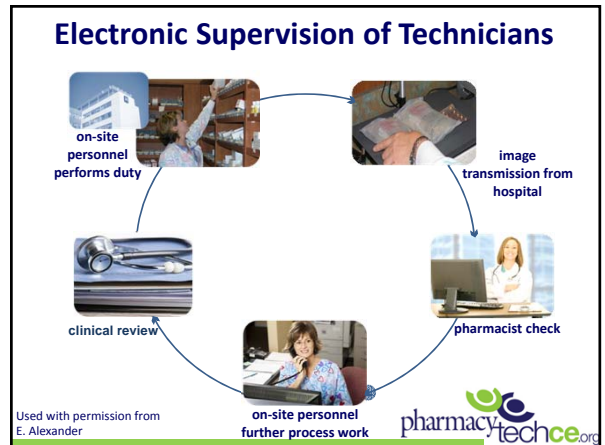
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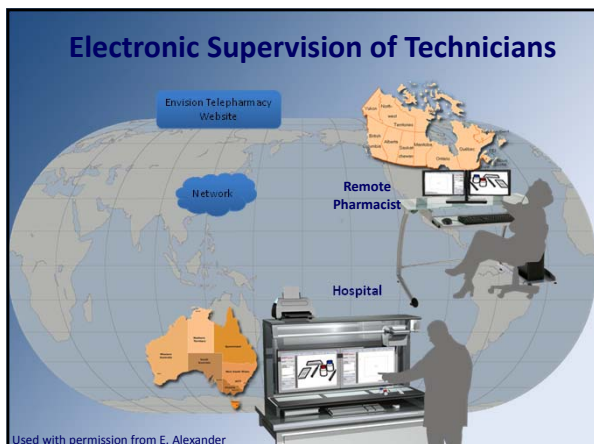
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Example of telepharmacy for verification of sterile product preparation:

### Semi-Automated Manual IV Workflow System

pharmacytechce.org

- ### Verification of Sterile Products
- A version of pharmacist electronic supervision of technicians that involves verification of sterile product preparation
  - Often used in remote clinics/areas
    - Chemotherapy clinic
    - Checks can be performed remotely *before* high-risk or costly medications are mixed.
  - Permanent records of all work for later retrieval & review
  - Places medication-use process under control of the pharmacist
- pharmacytechce.org



## Verification of Sterile Products



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## Scanning Label May Start Workflow

Pharmacy Label

**Ellender, Ana** ICU - 1001

DOB: 04/04/1978 33Y M DR: Doctor, MD  
 PTR: 00079191019 NPI# 0032416 ORDER ID: 43

VANCOMYCIN SODIUM CHLORIDE 0.9%	750 MG 100 ML
TOTAL VOLUME: 100 ML	

Route: IV Piggyback Rate: 100 mL/hr  
 Frequency: Q12H Infuse Over: 60 min  
 Due: 03/05/13 0800 Hours

**REFRIGERATE**

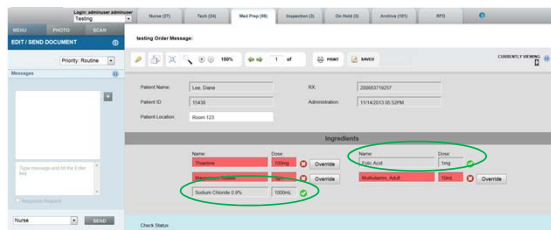
PREPARED BY: \_\_\_\_\_ CHECKED BY: \_\_\_\_\_ Exp: \_\_\_\_\_



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## Barcode Verification of Each Ingredient Prior to Preparation



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## Technician Prepares Product



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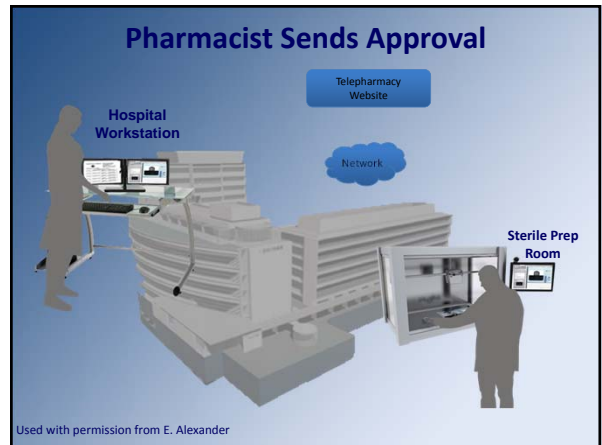
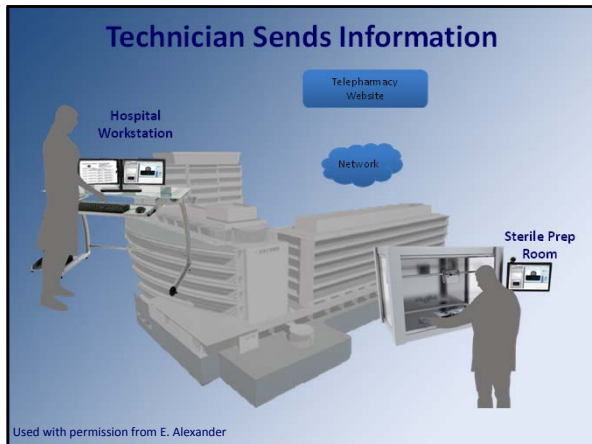


## Technician Captures Image Series



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Example of a telepharmacy model combining decision support, medication therapy management, drug review and monitoring, patient counseling, clinical consultation, and outcomes assessment:

### Outpatient Medication Management Center (MMC)

pharmacytechce.org

Kassandra works as a pharmacy technician in a medication management center with a team of pharmacy technicians, intern pharmacists, and pharmacists who provide comprehensive medication review for patients.

Which responsibility should Kassandra not have within her team?

- Contact patients to begin medication review process
- Solicit current med. list, indications, directions, allergies, and questions for RPh
- Address caller concerns, within their scope
- Make clinical decisions based on medication list comparisons

Photo used with permission from SinfoniaRx

pharmacytechce.org

## Medication Management Center Telepharmacy Model

Using a population management approach, a *program* is used to *identify potential problems*, which are triaged based on urgency and complexity, and *resolved* by pharmacy staff.

- Program is a **decision support** program
- Identifies potential problems through **drug review and monitoring**
- Resolution is accomplished through
  - **Clinical consultations** (telephonic, face-to-face, or video-based)
  - **Patient counseling** with **medication therapy management** providers.



## What is Decision Support?

Clinical decision support provides clinicians, staff, patients or other individuals with knowledge and person-specific information, intelligently filtered or presented at appropriate times, to enhance health and health care. Useful tools include

- Computerized alerts & reminders
- Clinical guidelines
- Condition-specific order sets
- Focused patient data reports and summaries
- Documentation templates
- Relevant reference information

Clinical Decision Support at HealthIT.gov <https://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds> Accessed January 4, 2017.



## Customizable Software Platform Workflow / Process



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## MMC Outcomes Assessment

- Centers for Medicare and Medicaid Services (CMS) uses a five-star quality (STAR) rating system based on quality measures collected from healthcare entities who provide care to CMS beneficiaries.
- Medication use and medication management affect STAR ratings
- The decision support system is used to identify patients where benefit in certain focused medication management and use areas can be realized using telepharmacy provided interventions (clinical consultations, patient counseling, MTM)
- A change in STAR ratings due to telepharmacy interventions allows an outcome assessment

Centers for Medicare and Medicaid Services. Medicare Star Rating System for Prescription Drug Plans <http://tinyurl.com/z77kxkv> Accessed January 4, 2017.



## Telepharmacy Laws and Regulations

Shashona, a pharmacy technician in Utah, has been tasked with investigating ways to improve access to patients in her health system's service area. She thinks that telepharmacy may hold a solution to service in rural areas. What does Shashona need to learn about to inform her supervisor? 

- Federal telepharmacy laws and regulations
- Utah telepharmacy laws and regulations
- Type of operation/service needed
- All of the above



## Federal Telepharmacy Regulations

- CMS standards for telehealth
- Privacy and security concerns associated with electronic transmission of health information
  - Health Insurance Portability and Accountability Act (HIPAA)
  - Health Information Technology for Economic and Clinical Health Act (HITECH)
- FDA jurisdiction over medical software and equipment that may be involved in healthcare whether online, mobile, or in-house



## State Telepharmacy Regulations

- All 50 states and Washington, D.C., have laws and/or rules for at least one telepharmacy service category:
  - Remote order entry/verification
  - Electronic/remote supervision of technicians
  - Remotely operated dispensing systems/kiosks
  - Patient counseling
  - Medication therapy management
  - Collaborative drug therapy management
- National Association of Boards of Pharmacy (NABP)
  - Model State Pharmacy Act and Model Rules
  - Task Force on Telepharmacy Practice



## State Regulatory Variations

- Present difficulties for intrastate services/scale
- Definitions (e.g., “direct supervision”)
- Limits
  - Pharmacy practice setting
  - Staffing at participating sites
  - Record keeping
- License requirements
- Rules often initiated to account for specific model



## Telepharmacy Advantages and Challenges



## Advantages

- Settings where medication-use activities are performed when a pharmacist is not physically present
  - Enterprise-level services for after hours & workload balance
  - Geographically isolated clinics and healthcare facilities
  - Elderly patients in the home
- Settings where pharmacy resources are limited
  - Tertiary medical centers when staffing is limited
  - Intensive care units
  - Rural areas
- Protects integrity of sterile environments
- Record keeping that allows process review



## Challenges

- Interconnectivity
- Direct cost of systems
- Lack of studies
- Regulatory compliance and inconsistency
- Timeliness of license reciprocity (remote medication order entry)
- Opposition from traditional pharmacy service model providers



## Resources

- American Society of Health-System Pharmacists. Statement on Telepharmacy. <http://www.ashp.org/DocLibrary/BestPractices/ASHP-Statement-on-Telepharmacy.pdf>
- National Association of Boards of Pharmacy. Model State Pharmacy Act and Model Rules of the National Association of Boards of Pharmacy. [www.nabp.net/publications/model-act](http://www.nabp.net/publications/model-act)
- Clinical Decision Support at HealthIT.gov <https://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds>
- Medicare Star Rating System for Prescription Drug Plans <http://tinyurl.com/z77kxky>
- Food and Drug Administration. Examining federal regulation of mobile medication apps and other health software. <http://www.fda.gov/NewsEvents/Testimony/ucm375462.htm>



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## SELECTED REFERENCES & RESOURCES

American Society of Health-System Pharmacists. Statement on Telepharmacy.

<http://www.ashp.org/DocLibrary/BestPractices/ASHP-Statement-on-Telepharmacy.pdf>

Clinical Decision Support at HealthIT.gov <https://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds>

Food and Drug Administration. Examining federal regulation of mobile medication apps and other health software. <http://www.fda.gov/NewsEvents/Testimony/ucm375462.htm>

Medicare Star Rating System for Prescription Drug Plans <http://tinyurl.com/z77kxkv>

National Association of Boards of Pharmacy. Model State Pharmacy Act and Model Rules of the National Association of Boards of Pharmacy. [www.nabp.net/publications/model-act](http://www.nabp.net/publications/model-act)

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## SELF-ASSESSMENT QUESTIONS



The self-assessment questions included in this presentation are listed below for your review. You may wish to note the correct answers as you follow along with the speaker.

1. What would you tell Frank about how his role may change?
  - a. He will rely more on verbal communication than ever before.
  - b. Understand how RPh checks his work and organize accordingly.
  - c. He will communicate less with nurses than before.
  - d. A & B
  
2. Which responsibility should Cassandra not have within her team?
  - a. Contact patients to begin medication review process
  - b. Solicit med. list, indications, directions, allergies, and questions for RPh
  - c. Address caller concerns, within their scope
  - d. Make clinical decisions based on medication list comparisons
  
3. What does Shashona need to learn about to inform her supervisor?
  - a. Federal telepharmacy laws and regulations
  - b. Utah telepharmacy laws and regulations
  - c. Type of operation/service needed
  - d. All of the above



# Online CE Access: Using a Classroom Attendance Code

### **Pharmacists and Technicians:**

Per ACPE, CPE credit must be claimed **no later than 60 days** from the date of the live activity or completion of a home study activity. All ACPE accredited activities which are processed on the eLearning site will be reported directly to CPE Monitor. To claim pharmacy credit, you must have your NABP e-Profile ID, birth month, and birth day. If you do not have an NABP e-Profile ID, go to [www.MyCPEMonitor.net](http://www.MyCPEMonitor.net) for information and application. Please follow the instructions below to process your CPE credit for this activity.



1. Type the following link into your web browser to access the e-Learning site:  
<http://elearning.ashp.org/my-activities>
2. If you already have an account registered with ASHP, log in using your username and password.  
**If you have not logged in to any of the ASHP sites before and/or are not a member of ASHP**, you will need to set up an account. Click on the **Register** link and follow the registration instructions.
3. Once logged in to the site, click on the title of the live program that you attended.
4. Complete any required elements. One of the elements will require you to type the **classroom attendance code** that was announced during the live event. A green ✓ should appear as each required element is completed.

**Note:** The Classroom Attendance Code was announced at the end of the live activity. Please record the Classroom Attendance Code in the grid below for your records.

5. When all required elements are complete, you can claim your credit by clicking **Claim**.
6. Available credit(s) will appear beneath the completed activities. Look for your profession in the list of available credits and click the appropriate **Claim** button. You might have to click to see more credit options if you don't see your profession listed.

**CPE Credit for Pharmacists and Technicians:** To claim continuing pharmacy education (CPE) credit, you will need to enter your NABP e-Profile ID, birth month, and birth day. Once you have entered this information the first time, it will auto fill in the future. Please note: All CPE credit processed on the eLearning site will be reported directly to CPE Monitor.

7. Review the information for the credit you are claiming. If all information appears to be correct, check the box at the bottom and click **Claim**. You will see a message if there are any problems claiming your credit. Your credit will be reported directly to CPE Monitor.

Date of Activity	Activity Title	Attendance Code	Credit Hours

**NEED HELP? Contact [eLearning@ashp.org](mailto:eLearning@ashp.org)**