

# PrescribeCare in Action

## How does it work?

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### Jennifer goes to the ER

Let's take Jennifer, for example. Jennifer is 34 years old, has multiple chronic disease states, and as a result, has been prescribed five different medications. She has trouble adhering to her medications, and thus finds herself heading to the emergency room for the third time in two months. Once she's treated and released, she wonders why this keeps happening and hopes to not repeat the process, though she isn't sure how to prevent it. Jennifer's insurance company notices that she has visited the ER a few times in recent months, so they give Jennifer a call to explain to her that she is being referred for a consult with Ben, a pharmacist at Main Street Pharmacy.

### Jennifer visits Main Street Pharmacy

Ben gives Jennifer a call and sets her up with an appointment, asking that Jennifer bring all of her prescribed medications and any supplements with her. During the appointment, Ben confirms her insurance plan and then reviews her social history, such as smoking, drinking, and illicit drug use, if any. Ben and Jennifer also discuss Jennifer's prescriptions and supplements, why they were prescribed, and how she is taking them. They also review any side effects that Jennifer is experiencing. As a result of this *patient encounter*, Ben learns that Jennifer is frequenting the emergency room due to a lack of medication adherence.

After this, Ben uses the appointment as an opportunity to educate Jennifer on her chronic-disease states. Ben asks Jennifer what her goals are, to which Jennifer explains that she would like to get her diabetes under control, lose weight, and eat a healthier diet. Ben suggests diabetes management and weight-loss programs for Jennifer to enroll in, as well as a few lifestyle changes she can implement to reach her goals. These are called the *patient interventions*. They set an appointment for the following month to check up on Jennifer's progress.

### Ben suggests medication changes

In between appointments, Ben calls Jennifer's physician to discuss the patient encounter, during which they decide to change some of Jennifer's medications. During Jennifer's next pharmacy visit, Ben educates Jennifer on her new medication, explaining what the changes are, why they are being made, and how they are going to help address Jennifer's disease states.

Jennifer now visits Ben on a monthly-basis for her appointments, during which Ben makes sure that Jennifer's medications are working properly, she isn't experiencing side effects or allergic reactions, and that she is taking them as prescribed. Eventually, Jennifer is feeling better and not finding herself needing to go to the hospital, reducing healthcare costs for all parties involved.