Workflow WEDNESDAYS

PS3 - Appointment-Based Model
Topic: Practice Transformation

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Key Insight

Pharmacy Services Support Staff is critical to the success of pharmacy practice transformation and the sustainability of enhanced services. Click HERE to watch the recorded PS3 Webinar.

Pharmacy Technicians & Support Staff can expand their role in patient care by understanding what is included in eCare plans and documentation to support improved patient outcomes.

**"Change the patient's attitude that coming to the pharmacy is
NOT an errand, but a scheduled appointment"**

Clinical Documentation and The Patient Record

- Patient records need to be easily accessible for review and added to with each patient encounter
- Utilize Med Sync to monitor patient adherence and medication pick up dates

➡ **Click HERE for more information on Clinical Documentation and Patient Record**

Document Care Plans using Patient Encounter Form

- Patient encounter forms include Medication Related Problem (MPR), the Intervention, and patient goals.
- Document within pharmacy technology/software partner for the eCare Plan.
- Understand eCare plans: click HERE to access the CPESN Resource Videos to review 'What is an eCare Plan?'

➡ **Click HERE for more information on eCare Plan documentation by following along with a sample eCare Plan scenerio**

➡ **Click HERE for a How to Guide to Patient Encounter Documentation Form**

Click HERE to find all of the Flip the Pharmacy change packages and other practice transformation resources

Scan QR Code or Click HERE to Access Workflow Wednesdays Webinars and Social Learning Communities

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