

Mastering Care Collaboration in Community Pharmacies Using Secure Messaging

Pharmacies are the most trusted and frequently accessed healthcare provider, playing a critical role in the collaborative care community. Located an average of just over 2 miles away from any U.S. patient, community pharmacies offer numerous services to help patients achieve intended outcomes.¹

As DrFirst helps care communities using secure messaging, our team of experts identified key communication touch points that drive collaboration, information sharing, and communication synchronization among a patient and their care team.

Connect with Caregivers

Offer guidance and share educational materials to support a patient's medication adherence

Pharmacy Staff Communication

Connect with staff members on refill requests, order status or to announce upcoming health and wellness events

Hospital Discharge Team

Facilitate follow-ups within one week of discharge with an MTM appointment after receiving the patient's hospital CCD including labs, prescriptions, ICDs, and codes

Care Team Communications

Recommend cost-effective alternatives or lower-tier formulary medications, ask clarifying questions or share patient updates with internal staff, PCPs, and caregivers

Patient Reminders

Send prescription pick-up or medication synchronization appointment reminders

Field Based Communications

Stay connected with field pharmacists conducting home visits or participating in community outreach events

Source: (1) The Pharmacy Solution An Expanding Role in Pharmacies in Healthcare Delivery, Booz & Company