

Data Brief: Pharmacist Perspectives on Access to Patient Data

OVERVIEW

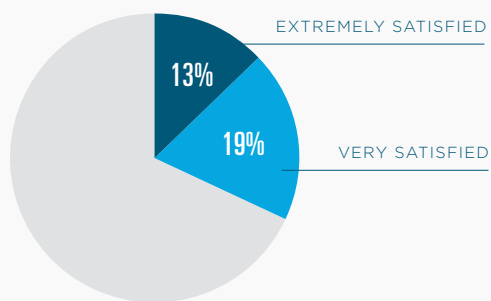
Are today's pharmacists getting the actionable patient intelligence they need to make informed decisions? Surescripts commissioned a survey of U.S. pharmacists to assess their priorities and preferences for accessing patient medical information. The results illuminate which types of data they value most, how they want to access it and where the largest opportunities for improvement lie.

ABOUT THE SURVEY

Surescripts partnered with ORC International to administer a 15-minute web-based survey to 150 qualifying pharmacists between October 5 and October 17, 2017. To qualify, pharmacists had to have been practicing for 5-30 years, work for a chain or independent pharmacy and fill an average of at least 100 prescriptions per day. Results were not statistically weighted.

KEY FINDINGS

Most Pharmacists Could Use More Patient Information



A prescription alone doesn't contain everything a pharmacist needs to know to provide quality care.

Less than a third (32%) of pharmacists are very or extremely satisfied with their overall access to information that would help manage their patients' pharmacotherapy.

Wanted: Easier Access to Patient Cost and Coverage Data

WHICH INFORMATION IS MOST CRITICAL TO GET INTO THE PHARMACY COMPUTER?

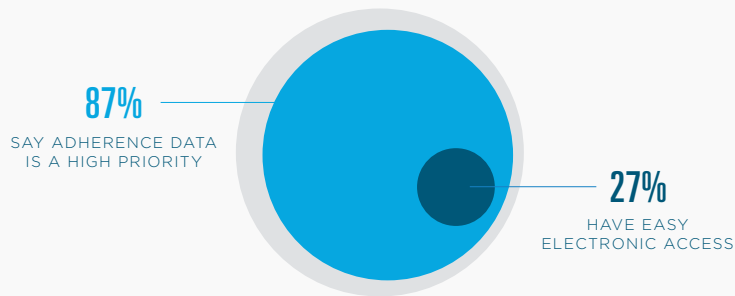
PERCENTAGE OF RESPONDENTS WHO LACK ACCESS



Pharmacists are routinely spending time on the phone with health plans to get basic data. More than two-thirds (67%) currently have to call health plans to get drug formulary coverage information, and one third (33%) report calling in order to access medication cost information for a patient.

Formulary coverage in particular is seen as a vital need: 45 percent of pharmacists who lack access say it's the most critical kind of information to get into the pharmacy computer, second only to the number who would prioritize medical history (53 percent).

An Urgent, Unmet Need: Reliable Adherence Data



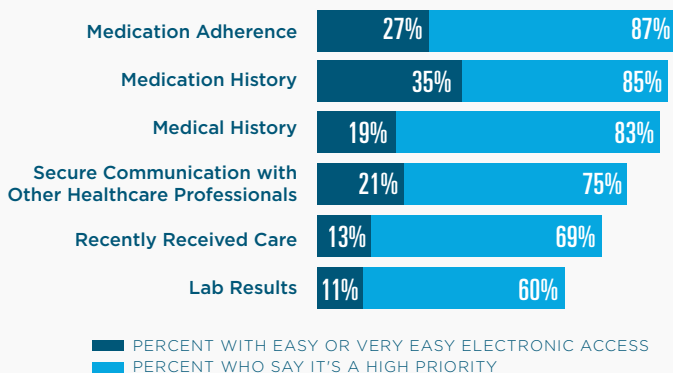
Another top information need for pharmacists is medication adherence. Eighty-seven percent of respondents say access to adherence data is a high priority, yet only 27% find it easy to get this information electronically.

Electronic access is so important because the alternative is to ask patients about their adherence directly. And that's not a reliable strategy. Forty-one percent of respondents sometimes distrust the adherence information they receive—more than any other type of patient information—and 55 percent say it's because patients often give incomplete or inaccurate answers.

Seeking a Clearer Picture of Patients' Health

Adherence information isn't the only type of patient data with a wide gap between importance and access. Among other kinds of data, pharmacists also want—and often lack—an easy electronic method for obtaining lab results, contacting other healthcare professionals a patient has seen and viewing a patient's prior medical history.

HIGH-PRIORITY, LOW-ACCESS INFORMATION TYPES



Pharmacists today have moved beyond basic dispensing functions toward a focus on optimizing their patients' medication therapy. Their responses to this survey reveal an overwhelming desire to step up as integral members of the care team, using their insight and experience to ensure that the prescribed treatment is as affordable, safe and effective as it can be. In order to excel in that role, they need easier access to the kind of patient data that enables more informed and coordinated care.

ABOUT SURESCRIPTS

Our purpose is to serve the nation with the single most trusted and capable health information network, built to increase patient safety, lower costs and ensure quality care. Since 2001, Surescripts has led the movement to turn data into actionable intelligence, and convened the Surescripts Network Alliance™ to enhance prescribing, inform care decisions and advance the healthcare industry.