

Message

From: Coyle, Justin [justin.coyle@walgreens.com]
Sent: 6/7/2016 11:31:07 AM
To: Bradshaw, Christopher [chris.bradshaw@wba.com]; Gates, Rick [rick.gates@walgreens.com]
CC: Abushaaban, Dima [dima.abushaaban@walgreens.com]; Alcala-Bressler, Claudia [claudia.alcala-bressler@walgreens.com]; Coyle, Justin [justin.coyle@walgreens.com]
Subject: RE: Your part of the Request List Prime
Attachments: dur_overview_with_notes.pdf; BalanceRewardsWhitePaper_Digital_20150605.pdf; BR 2015_vf.pptx; epcs_job_aid.pdf; eRx - tech overview.pptx; erx_overview.pdf; Walgreens Digital Health Story_cg mh 4.29.16.pptx; Accreditation Slides Presentation EOC 05122016.pptx; Generic Utilization Executive Summary.docx; patient_registration_intercom_plus_final.pdf; dur_sop_final.pdf

7 delivered/ 8pending within the next 2 business days

Pt registration: SOP for registration, comments sent to Dima yesterday on additional best practices used for member experience

Generics : One page attached

Prior Auth: One Pager will send in Wed AM

Dose Management: DUR x 2 info attached

Patient Education: These are mostly MFG driven outside of medication counseling : Greg Pankow providing Wed for overview one to two slide

Loyalty: BR and BRHC attached

24/7 Counseling: Info available on Walgreens.com, we have pharmacist chat available 24/7 . Greg Orr contacted for deck

Adverse Events/ Controlled Medications: Ask is with Tasha, she is available to speak on a call as well

Drug therapy: Ask is with Greg Orr sent comm to Claudia, we have info like this available across all the channels, in the store we have a full medication leaflet dispensed with every prescription.

SOPS for grievances: We are contractually required to respond, our SOP is to respond to these grievances so no SOP exists today. Team is putting together a one pager I can send Wed .

E-RX info: attached

Wearables/Digital Health Story: Dimple has this info, we connect on almost all wearables not just Walgreens fitness Tracker, attached external client deck from Meredith Hein

Accumulators and Copays: We don't have presentations on this, not currently accumulating other than what is coming back from PBM/Processor. Will include in prior auth one pager if applicable

Accreditation: timeline provided in a slide for URAC /VIPPS/ ACHC , Walgreens Learning Services manages accreditations. They facilitate, work directly with the accreditation agencies for inspection/requirements while pulling in the subject matter experts from Walgreens to develop content and compliance plans as needed. Contacted Chris Tiglas for overview, request made urgent Wed/Thur

Thank you,

Justin Coyle Pharm D
Senior Director, Pharmacy Operations

Walgreen Co. | 200 Wilmot Rd Deerfield, IL 60015
Telephone 847-315-8907 | Mobile 412-498-5047

Member of Walgreens Boots Alliance

This email message, including attachments, may contain information that is proprietary, confidential, privileged and/or exempt from disclosure. Please hold it in confidence to protect privilege and confidentiality. If you are not the intended recipient, then please notify the sender and delete this message. Any viewing, copying, publishing, disclosure,

distribution of this information, or the taking of any action in reliance on the contents of this message by unintended recipients is prohibited and may constitute a violation of the Electronic Communications Privacy Act.

From: Bradshaw, Christopher
Sent: Saturday, June 04, 2016 2:45 PM
To: Gates, Rick; Coyle, Justin
Cc: Abushaaban, Dima; Alcalá-Bressler, Claudia
Subject: FW: Your part of the Request List Prime

Hi Rick/ Justin

This is your piece so you don't need to read through the entire email

Can you please send any presentation background information to Dima/ Claudia

Rick/ Justin

Clinical Programs / Services	For prior authorization support , please provide the following information: A. Overview	Rick
Clinical Programs / Services	For dose management / utilization , please provide the following information: A. Overview	Rick
Clinical Programs / Services	For your patient education programs , please provide the following information: A. Overview	Rick
Clinical Programs / Services	For your controlled substance services , please provide the following information: A. Overview	Rick
Clinical Programs / Services	Describe your capability to provide drug therapy information to members via Web, text, email, and app	Rick
Customer Experience	Provide SOPs for appeals and grievances and describe any pain points	Rick
Customer Experience	How are you electronically communicating with doctors (e.g., prior authorization, e-prescribing, EMR, etc.)	Rick
Customer Experience	Do you have on demand pharmacist consulting (24/7)? If so, describe this capability for:	Rick
Customer Experience	What wearable devices does your organization interact with / support? Please describe	Rick
Customer Experience	Describe the member experience around prior authorizations and indicate any pain points or planned improvements	Rick
Customer Experience	Information on Retail / Pharmacy Balanced Rewards or other loyalty programs :	Rick
Customer Experience	Describe how you assist members with their accumulators / co-pays	Rick
Regulatory	Describe your process for reviewing and adhering to the NCCA and URAC requirements	Rick
Operations	*For your adverse event management programs , please provide the following information: A. Overview	Rick

Best regards

Best regards

Christopher Bradshaw B.Pharm, MBA, CFA
Senior Director, US Healthcare Strategy
Walgreens Boots Alliance | 106 Wilmot Road #1615, Deerfield, IL 60015
Telephone (847) 315-4481 | Mobile (224) 343 6272
chris.bradshaw@wba.com

This e-mail (including any attachments) is confidential and may be privileged or otherwise protected. It may be read, copied and used only by the intended recipient. If you are not the intended recipient you should not copy it or use it for any purpose or disclose its contents to another person. If you have received this message in error, please notify us and remove it from your system. Messages sent to and from companies in the Walgreens Boots Alliance group may be monitored to ensure compliance with internal policies and to protect our business.

Emails are not secure and cannot be guaranteed to be error free. We cannot accept liability for any damage you incur as a result of virus infection.

tion.



Prospective Drug Utilization Review (DUR) at the Retail Setting

September 10, 2013



*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.
©2013 Walgreen Co. All rights reserved.

Walgreens
AT THE CORNER OF HAPPY & HEALTHY

What is Prospective DUR?

A prospective drug utilization review involves a pharmacist evaluating a patient's drug therapy proactively to resolve potential issues.



© 2013 Sandoz Pharmaceuticals. May not be copied, distributed, or displayed outside of the McKesson Patient Safety Education System.
2013 Sandoz Pharmaceuticals. All rights reserved.

1

Talking Points:

- You can assess the prescription order at the time of dispensing by using the information from the patient's record and drug history to determine the appropriateness of the drug therapy prescribed in order to promote patient safety.
- If you identify opportunities for improved patient care, you can contact the prescriber to discuss treatment alternatives.

Issues that are Commonly Addressed

Professional judgment must be used when performing review on new prescriptions with the patient's history and record. The review should include the following:

- Age-Dosage Range
- Age Appropriateness
- Therapeutic duplication
- Drug-Health Condition Contraindication
- Drug-Drug interaction
- Incorrect dosage or duration
- Frequency of refills, refill compliance
- Drug allergy
- Clinical misuse or abuse
- Any other drug review criteria established by unbiased independent experts
- Any other drug reference information

* Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Veeva Patient Safety Evaluation System.



©2013 Veeva Systems Inc. All rights reserved.

2

Documentation

- Be sure to document everything involving DUR in IC+
- If there are any issues found with the new prescription at the time of review, you should document all steps taken in the review of the medication:
 - i.e. Communication with the patient and/or prescriber regarding an adverse drug event
 - i.e. Past comments from prior prescriptions or profile notes that may give good documentation to resolve a current issue with a new prescription issue.



*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.
©2013 Walgreen Co. All rights reserved.

4

Talking Point:

- **First Bullet:** Documentation allows anyone to know what you, the pharmacist, was thinking of at the time of fill – regardless of when they review; be it tomorrow, in a month or a year.

Appropriate Dispensing and Patient Safety Tips

- Ask for updated patient information at in-window.
- Clarify with the prescriber if there are any questions
- Be persistent; if you think there is an issue, ask to speak with the MD.
- Be very concise with your information.
- Again, remember to document the encounter as a comment and/or annotation.



*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.
©2013 Walgreen Co. All rights reserved.

Talking Points:

- Ask for updated patient information at in-window:
 - Ensure that the in-window employee that receives the prescription always asks for updated patient information in order for you, the pharmacist, to be able to do an accurate review (i.e. Allergy and Health Conditions)
- Clarify with the prescriber if there are any questions:
 - Be professional and respectful. Remember that everyone makes mistakes, including prescribers. If there is something that does not seem correct, please question the prescriber. It is better to put in your due diligence and trust your instincts rather than putting the patient at risk for something that could be prevented. Remember this is about the patient's safety
- Be persistent; if you think there is an issue, ask to speak with the MD:
 - If there is clarification that was confirmed by a prescriber's agent even though there is a clear discrepancy, request to speak with the prescriber. Reading the prescription from a chart for confirmation does not indicate that the prescriber was correct. Explain the urgency of the matter and insist on speaking with the prescriber if a resolution cannot be made with the agent.

- Be very concise with your information:
 - Avoid back and forth in communication. If the issue is not explained well, an error may still occur.

Examples of Drug Utilization Review (DUR)

*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.

Example #1 of DUR Review

The screenshot shows a software interface for DUR Review. The title bar reads "TeamRx - (Update Rx - T Patient)". The main window is titled "Test Patient" and contains a list of patients. The selected patient is "NAPROXEN DR 500MG". The prescription information is as follows:

Prescription Information	
Rx #	0257
Date	02/17/2014
Drug ID	NAF742CHDR 500MG TABLETS
Manufacturer	TEVA
Drug Expi	02/17/2014
Quantity	14
Directions	TAKE ONE TABLET BY MOUTH TWICE DAILY WITH FOOD
Days Supply	14
Prescriber	ALAGASA, INTERROOM
Pay Code	4294
Cash Price	\$33.26

At the bottom of the screen, there is a footer: "©2013 Walgreen Co. All rights reserved." and a status bar showing "8:22 AM".

Talking Point:

- A prescription was brought in for naproxen 500mg DR. The patient has a documented NSAID allergy and GI problems as a health condition on his profile and is also taking warfarin 10mg. After verification of the prescription was completed, the DUR detail screen pops up with the different issues (next slide).

Example #1 of DUR Review (con't)

The screenshot shows a DUR Review interface with the following elements and annotations:

- Top Header:** "DUR Detail" with fields for Patient ID (04011066), Drug ID (ENOXIDON OR BIOPRO), and Drug Name (TALE OR TABLETS).
- Annotations:**
 - A yellow circle highlights the "Drug Info Lib" button. Text: "If the pharmacist is looking for specific drug information, they can click on 'Drug Info Lib' which will take them to 'Facts and Comparisons.'"
 - A green circle highlights the "Monograph" button. Text: "If the pharmacist needs additional information of the DUR type specifically, they can click on the 'Monograph' button which will give them more detail of the DUR with supporting references and/or studies."
 - A purple circle highlights the "DUR Comments" button. Text: "For each type of DUR a DUR comment should be made to annotate actions taken to resolve them."
 - An orange circle highlights the "DUR Type" dropdown menu. Text: "DUR comments may be made by choosing this button for each DUR type."
- Table:** A table with columns for "DUR Type", "DUR Comment", and "DUR Status". It lists drug interactions like "DRUG-DRUG INTERACTIONS" and "DRUG-HEALTH COND - GASTROINTESTINAL PROBLEMS".
- Buttons:** "Drug Info Lib", "Monograph", "DUR Comments", "DUR Type", "DUR List", "DUR Print", "DUR Cancel", "DUR OK", "DUR Cancel".
- Page Info:** "Page 1 of 3" and "© 2013 Walgreen Co. All rights reserved."

There is animation in place to hide the charts and arrows at first. Please populate them only after discussing #1 below.

Talking Point:

1. This is your standard DUR screen. In this scenario, there are 3 DUR messages (will appear circled) that need your attention.

Bring in animation

Note: Talk through charts in the following order:

1. Yellow
2. Green
3. Purple
4. Orange

Example #1 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. The main window is titled "DUR Details" and features a dropdown menu for "DUR Intervention Comment Codes (select one)". The dropdown is open, showing three options: "Patient Consulted", "Prescriber Consulted", and "Reviewed Patient History". A red arrow points to the "Patient Consulted" option. The background window shows patient information: "Patient Name: [REDACTED]", "DOB: [REDACTED]", "Age: 68 M", "Sex: M", "Race: [REDACTED]", "Ethnicity: [REDACTED]", "Last Fill Date: [REDACTED]", and "Drug ID: [REDACTED]". There are also buttons for "Cancel" and "OK".

Talking Point:

- Please note that any DURs that have a severity of Major will automatically pop up a documentation screen where the pharmacist will need to choose an option on the drop down menu of "Patient Consulted," "Prescriber Consulted," or "Reviewed Patient History" and may make a comment regarding that specific DUR.

Example #1 of DUR Review (con't)

The screenshot displays a software interface for a Drug Utilization Review (DUR). At the top, a patient's name and ID are visible. A central window titled "DUR Review" is open, showing a dropdown menu for "DUR Intervention Comment Codes (Select one)" with "Patient Consulted" selected. Below this is a "Comments" field containing the text: "0215231 1 14E P/A Y207. Patient Consulted, patient has history of naproxen with no reaction." The interface also includes a "DUR Summary" section, a "Tools" section, and a footer with a disclaimer: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreens Patient Safety Evaluation System."

Talking Points:

- For the first DUR, the patient has a documented NSAID allergy. You reached out to the patient to verify if this drug was ever taken and if the MD needs to be called to change the prescription. The patient stated they have taken this in the past with no issues.
- As the pharmacist, you now should document under the "DUR Cmts" button, select "Patient Consulted" from the drop down and provide the information relayed by the patient in the comments field.
 - Remember, you want your peers to be able to understand what occurred should they need to revisit.

Example #1 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. A central dialog box titled "DUR Details" is open, showing a dropdown menu for "DUR Intervention Comment Codes (select one)" with "Prescriber Consulted" selected. Below this is a "Comments" field containing the text: "05/16/2013 1:40 PM Y.M. Prescriber Consulted. MD contacted and is aware of patient being on warfarin and of the interaction with naproxen." The background interface shows a patient profile for "BARTLETT, BRIM" with a "DUR Details" button highlighted. At the bottom of the screen, there is a copyright notice: "©2013 Walgreen Co. All rights reserved." and a small logo.

Talking Points:

- For the second DUR, the patient is currently on a prescription for warfarin. You reached out to the prescribing MD for both warfarin and naproxen to alert of the interaction between both medications. The warfarin MD was aware of the interaction and stated that the therapy for naproxen is short term and they are monitoring the patient's INR levels.
- As the pharmacist, you now should document under the "DUR Cmts" button, select "Prescriber Consulted" from the drop down and provide the information relayed by the MD in the comments field.
 - Remember, you want your peers to be able to understand what occurred should they need to revisit.

Example #1 of DUR Review (con't)

DUR Detail

Pat # 047011965 BA M 04/11/2010 Directed Lab. U010

Drug ID: RAPROCT/PH DRUG TABLETS
 Directions: TAKE 1 PO QD
 Arg ID: ISSUES GASTROINTESTINAL PROBLEMS

Last M Date: 03/16/2013

TYPE	Severity	File #	Resolved	Comments
ISSUES GASTROINTESTINAL PROBLEMS - TABLETS OMITTED	MODERATE		N	
ISSUES GASTROINTESTINAL PROBLEMS			N	

DUR Summary:
 INCREASE THE FREQ OF GASTROINTESTINAL SCREENING

Notes:
 If the DUR issues have been addressed and comments have been entered to document this then the "Override" button should be pressed to override that DUR type.

Actions:
 Override (X) | DUR Copy | Cancel

©2013 Walgreen Co. All rights reserved. | 13

Talking Point:

- All DURs should be overridden one at a time to ensure that each DUR type is addressed.
- If you lose your place, you can see which DURs have been overridden by looking at the "Overridden" column on the far right.

Example #1 of DUR Review (con't)

The screenshot displays a software interface for Drug Utilization Review (DUR). The main window shows patient details: Patient Name: [REDACTED], DOB: 5/17/2016, Gender: M, Race: A3 60015. A 'DUR Details' dialog box is open, showing 'DUR Intervention Comment Codes (select one):' with 'Patient Consulted' selected. The 'Comments' field contains: '02/18/2018: 1:49 PM, Y/Y, Patient Consulted: patient has history of taking naproxen w/ no issues.' There are 'Save' and 'Close' buttons at the bottom of the dialog. The background interface includes a 'DUR Summary' section and a 'Tasks' section with buttons like 'DUR Cmts', 'Patient Conf', 'DUR Cmts', 'Consulted', and 'DUR Cmts'.

Talking Points:

- For the third DUR, the patient has a documented GI problem. You reached out to the patient to verify if this drug was ever taken and if the MD needs to be called to change the prescription. Patient confirmed to have taken without issue in the past.
- As the pharmacist, you now should document under the “DUR Cmts” button, select “Patient Consulted” from the drop down and provide the information relayed by the patient in the comments field.
 - Remember, you want your peers to be able to understand what occurred should they need to revisit.

Example #1 of DUR Review (con't)

The next slides will show what would need to be done if a message had to be left at the MD's office and we are waiting for them to call back.



Patent Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patent Safety Evaluation System.

©2013 Walgreen Co. All rights reserved.

3

Example #1 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. At the top, there is a header with the text "Example #1 of DUR Review (con't)". Below the header, the interface is divided into several sections:

- Search By:** A section with the instruction "Enter one of the following". It contains three input fields: "Prescriber Last Name", "Exc Type", and "Rx #".
- Patient Information:** Two input fields labeled "Patient Last Name" (containing the text "PATIENT") and "Patient Phone", followed by a "Search" button.
- Exceptions:** A table with the following columns: "Person", "Rx #", "Type", "TPP Profile", and "Drug". A single row is visible with the following data: "PATIENT TEST", "123456", "DUR", "NAFROLEN OR SOMO TABLETS".
- Buttons:** At the bottom of the interface, there are several buttons, including "Comments", "Cancel", and "Done". An arrow points to the "Comments" button.

At the bottom of the interface, there is a footer with the text: "Patent Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patent Safety Evaluation System." and "©2013 Walgreen Co. All rights reserved."

Talking Point:

- The patient then can be brought up in the Exception Queue and a comment can be made by clicking on the "Comments" button.

Example #1 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. At the top, there is a header with the text "Example #1 of DUR Review (con't)". Below the header, the interface is divided into several sections:

- Exception Comments:** A text area containing the text "PAT 72018 1:51 PM DON. Called MD to verify drug interaction - MD MCB". A red arrow points to this text area.
- Work Queue:** A section with a "Press Ctrl + Enter for a new line" instruction and a "Press Ctrl + Enter for a new line" instruction.
- Rx Resolution Information:** A table with columns for "Date", "Status", and "Comments".
- Buttons:** "Save" and "Cancel" buttons are located at the bottom right of the interface. A red arrow points to the "Save" button.

At the bottom of the interface, there is a footer with the text: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System." and "©2013 Walgreen Co. All rights reserved."

Talking Points:

- The comment can be entered in the exception box (not work queue box below) by the pharmacist stating that we are waiting for the MD to call back to alert them of the interaction.
- Once the comments have been made, the "Save" button may be pressed to save the comment.

Example #1 of DUR Review (con't)

TeamRx - [Work Queue]

Application: Patient - Options: Patient - Review

FL 9/14/2 2ND 178 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

Search by:
Enter one of the following:

Patient Last Name: PATIENT Patient Phone:

Prescriber Last Name: Rx Status: Rx #:

Work Queue

Patient	Rx #	Drug	Status	Delivery	As Pres	Type	Default
PATIENT TEST	1522480	PAROXETIN OR 60MG TABS/ENTERIC			8/29/20	DUR	

Do you want to break Reference Review?
Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.
©2019 Walgreen Co. All Rights Reserved.

Talking Point:

- Now when an employee in the pharmacy looks up this prescription, they will see that there is a DUR exception along with a comment (the yellow notepad) and can read the status of the prescription.

Example #2 of DUR Review

eRx		09/13/2013
Patient		
Test Patient		
04/01/2013		
Prescriber		
Asasasa Intercom		
847-232-3232		
NPI: 2323232324		
RX		
TYLENOL 160mg/5ml		
2.5ML PO Q 4-6 H PRF FEVER > 101°F		
#80ml		
Refills: 0		
Substitution Allowed		

†Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System™

©2013 Walgreen Co. All rights reserved.

Talking Point:

- A prescription has come in for an infant for Tylenol 160mg/5ml.
- The patient has no known allergies or health conditions.

Example #2 of DUR Review (con't)

The screenshot displays a TeamRx software interface for a DUR review. The interface is divided into several sections:

- Image:** Shows a list of drugs, with 'TYLENOL 100mg/325mg' selected. The details for this drug are visible below the list.
- Prescription Information:** Contains fields for RX#, Date, Drug ID, Manufacturer, Drug Paper, Quantity, Directions, Days Supply, and Refill. Several of these fields contain incorrect data, highlighted by red circles and arrows.
- Pharmacy Information:** Contains fields for Pharmacy, Pharmacy Name, Pharmacy Address, Pharmacy Phone, Pharmacy Fax, Pharmacy ID, and Pharmacy State.
- Payment Information:** Contains fields for Payment Type, Payment Code, and Payment Amount.

Red circles and arrows point to the following errors in the Prescription Information section:

- Drug ID:** The value is 'ACETAMINOPHEN/ASPIRIN 100/325 MG TAB'.
- Manufacturer:** The value is 'JANUARY 2, 5th BY WESTHEIMER'.
- Quantity:** The value is '1.0'.
- Directions:** The value is 'Fever greater than 101 degrees F'.

Text overlays on the right side of the screenshot explain these errors:

- There were a few issues with the data entry of this prescription:**
- The wrong drug was entered.**
- The directions were not completely entered "fever greater than 101 degrees F" was missed**
- The wrong quantity was entered.**

At the bottom of the screenshot, there is a footer: "©2013 Walgreen Co. All rights reserved." and a small logo.

Talking Points:

These data entry errors will be caught by the pharmacist at Data Review as shown on the next slide.

Example #2 of DUR Review (con't)

The screenshot displays a 'Data Review' window for a patient named 'Paul, Edward'. The patient's date of birth is 09/01/2013. The medication being reviewed is 'TYLENOL 160mg/5ml'. The interface shows various fields for drug name, strength, and quantity. A callout box with the text 'Updates can be made by selecting the "Update Product" button' points to the 'Update Product' button in the 'Update Product' section of the interface.

*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreens Patient Safety Evaluation System.
©2013 Walgreen Co. All rights reserved.

Talking Point:

- During Data Review, the following was corrected:
 - Drug: Corrected to Tylenol 160mg/5ml
 - Directions: Updated to include "for fever over 101 degrees F"
 - Quantity: Changed to 80ml.

Example #2 of DUR Review (con't)

Data Overview

Patient: 0470122013 M [047] 210-1000 | Order: AS 60076

Mr. George | Evolution 3/20/13 of 1

CD	BY	DATE
1	04/23/2013	04/23/2013
2	04/23/2013	04/23/2013
3	04/23/2013	04/23/2013
4	04/23/2013	04/23/2013
5	04/23/2013	04/23/2013
6	04/23/2013	04/23/2013
7	04/23/2013	04/23/2013
8	04/23/2013	04/23/2013
9	04/23/2013	04/23/2013
10	04/23/2013	04/23/2013
11	04/23/2013	04/23/2013
12	04/23/2013	04/23/2013
13	04/23/2013	04/23/2013
14	04/23/2013	04/23/2013
15	04/23/2013	04/23/2013
16	04/23/2013	04/23/2013
17	04/23/2013	04/23/2013
18	04/23/2013	04/23/2013
19	04/23/2013	04/23/2013
20	04/23/2013	04/23/2013
21	04/23/2013	04/23/2013
22	04/23/2013	04/23/2013
23	04/23/2013	04/23/2013
24	04/23/2013	04/23/2013
25	04/23/2013	04/23/2013
26	04/23/2013	04/23/2013
27	04/23/2013	04/23/2013
28	04/23/2013	04/23/2013
29	04/23/2013	04/23/2013
30	04/23/2013	04/23/2013
31	04/23/2013	04/23/2013
32	04/23/2013	04/23/2013
33	04/23/2013	04/23/2013
34	04/23/2013	04/23/2013
35	04/23/2013	04/23/2013
36	04/23/2013	04/23/2013
37	04/23/2013	04/23/2013
38	04/23/2013	04/23/2013
39	04/23/2013	04/23/2013
40	04/23/2013	04/23/2013
41	04/23/2013	04/23/2013
42	04/23/2013	04/23/2013
43	04/23/2013	04/23/2013
44	04/23/2013	04/23/2013
45	04/23/2013	04/23/2013
46	04/23/2013	04/23/2013
47	04/23/2013	04/23/2013
48	04/23/2013	04/23/2013
49	04/23/2013	04/23/2013
50	04/23/2013	04/23/2013
51	04/23/2013	04/23/2013
52	04/23/2013	04/23/2013
53	04/23/2013	04/23/2013
54	04/23/2013	04/23/2013
55	04/23/2013	04/23/2013
56	04/23/2013	04/23/2013
57	04/23/2013	04/23/2013
58	04/23/2013	04/23/2013
59	04/23/2013	04/23/2013
60	04/23/2013	04/23/2013
61	04/23/2013	04/23/2013
62	04/23/2013	04/23/2013
63	04/23/2013	04/23/2013
64	04/23/2013	04/23/2013
65	04/23/2013	04/23/2013
66	04/23/2013	04/23/2013
67	04/23/2013	04/23/2013
68	04/23/2013	04/23/2013
69	04/23/2013	04/23/2013
70	04/23/2013	04/23/2013
71	04/23/2013	04/23/2013
72	04/23/2013	04/23/2013
73	04/23/2013	04/23/2013
74	04/23/2013	04/23/2013
75	04/23/2013	04/23/2013
76	04/23/2013	04/23/2013
77	04/23/2013	04/23/2013
78	04/23/2013	04/23/2013
79	04/23/2013	04/23/2013
80	04/23/2013	04/23/2013
81	04/23/2013	04/23/2013
82	04/23/2013	04/23/2013
83	04/23/2013	04/23/2013
84	04/23/2013	04/23/2013
85	04/23/2013	04/23/2013
86	04/23/2013	04/23/2013
87	04/23/2013	04/23/2013
88	04/23/2013	04/23/2013
89	04/23/2013	04/23/2013
90	04/23/2013	04/23/2013
91	04/23/2013	04/23/2013
92	04/23/2013	04/23/2013
93	04/23/2013	04/23/2013
94	04/23/2013	04/23/2013
95	04/23/2013	04/23/2013
96	04/23/2013	04/23/2013
97	04/23/2013	04/23/2013
98	04/23/2013	04/23/2013
99	04/23/2013	04/23/2013
100	04/23/2013	04/23/2013

TYLENOL 150mg/325mg
 150MG/325MG 4 HR PRE EXCISE 100%
 60SR04
 Rx# 0

Rx# 12345 | RX# 12345 | RX# 12345

Prescription Information

1 Patient: Patient Name: TEST PATIENT

2 Product: Update Product

Drug: 6 PAF 100MG/325MG (ACTAMINPHEN)

Generic: 6 PAF 100MG/325MG (ACTAMINPHEN)

Directions: TAKE 1 TABLET BY MOUTH EVERY 6 HOURS AS NEEDED FOR PAIN OR FEVER. DO NOT EXCEED 6 TABLETS PER DAY.

Strength: 6 PAF 100MG/325MG

Rx Discontinued: 6 PAF 100MG/325MG

Days Supply: 6 PAF 100MG/325MG

Date: 04/23/2013 | Substrate:

3 Prescription: Update Prescription

Name: 6 PAF 100MG/325MG (ACTAMINPHEN)

PRN DEA: 6 PAF 100MG/325MG (ACTAMINPHEN)

Phone: 6 PAF 100MG/325MG (ACTAMINPHEN) | State: 6 PAF 100MG/325MG (ACTAMINPHEN)

After all fields were updated, data review was completed for the prescription.

Accept

*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.
 ©2013 Walgreen Co. All rights reserved. 23

HIGHLY CONFIDENTIAL

WAGMDL00987051

P-25751_00026

Example #3 of DUR Review

eRx		09/17/2013
Patient		
Test Patient		
04/01/1955		
Prescriber		
Asasasa Intercom		
847-232-3232		
NPI: 2323232324		
RX		
BACTRIM DS 800-160MG TABS		
1 TAB PO Q 12 H		
#20 TABLETS		
Refills: 0		
Substitution Allowed		

©2013 Walgreen Co. All rights reserved. Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.

Talking Points:

- Patient brought in a prescription for Bactrim DS.
- The patient has a sulfa allergy per the profile and is on warfarin 10mg.
- Script was entered and sent to pharmacist for Data Review

Example #3 of DUR Review (con't)

DUR Detail

Test Patient: 044717855 GR M (047) 218-1000 Department: 212 00019

Drug ID: 020FANEPTTRP4THP0RANZOLAMORITL248

Directions: TAKE ONE TABLET BY MOUTH EVERY 12 HOURS ACQU: SULFAPYRUS

Last Full Order: 09/27/2013

Drug/Allergy	Type	Severity	Pa.#	ExDate	Discontin
DRUG/ALLERGY: SULFAPYRUS					N
DRUG/DRUG: WARFARIN 5MG TABL(TG PEACH)		ASXJ01			N

There are 2 major DUR types that have populated for this patient based on their sulfa allergy and warfarin 10mg medication.

DUR Summary

TYPE: SCHED DRUG/DRUG INTERACTION FROM FORMULARY TABLE
 HOWARD: 10/15/2014: 1:00 PM WITH 10/15/2014: 1:00 PM ORDER ADMINISTRATION
 020FANEPTTRP4THP0RANZOLAMORITL248
 020FANEPTTRP4THP0RANZOLAMORITL248
 020FANEPTTRP4THP0RANZOLAMORITL248
 020FANEPTTRP4THP0RANZOLAMORITL248

Tools: Drug Info Link, View For, [Pending], [Approved]

Action: [Override All], [Override], [Override One], [Cancel All], [Cancel One]

For each type of DUR a DUR comment may be made to document actions taken to resolve them.

Row 1 of 2

©2013 Walgreen Co. All rights reserved.

There is animation in place to hide the charts and arrows at first. Please populate them only after discussing #1 below.

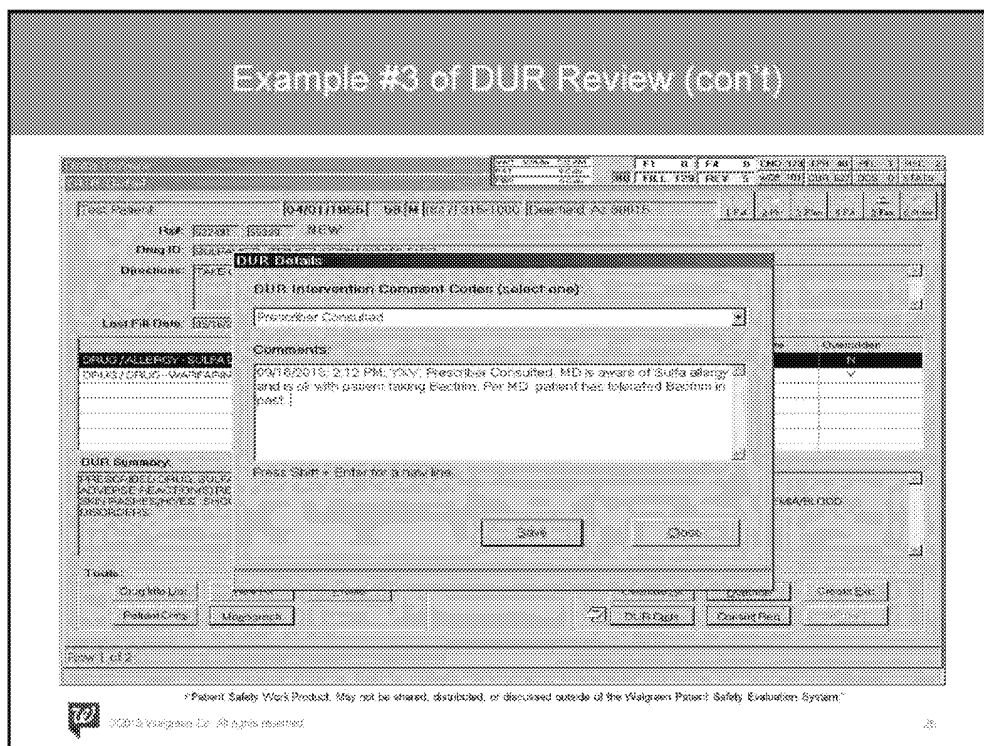
Talking Point:

1. Again, this is your standard DUR screen and like before, there are 2 DUR messages (circled) that need your attention. **Bring in animation**

Note: Talk through charts in the following order:

1. Yellow
2. Green

Example #3 of DUR Review (con't)



Talking Point:

- In this case, the patient was not available so the MD was contacted regarding the patient's documented sulfa allergy. The MD stated that the patient has tolerated this in the past.
- As the pharmacist, you now should document under the "DUR Cmts" button, select "Prescriber Consulted" from the drop down and provide the information relayed by the MD in the comments field.
 - Remember, you want your peers to be able to understand what occurred should they need to revisit.

Example #3 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. The main window is titled "Consultation Comments" and is divided into several sections:

- Test Patient:** Fields for Name (E.S.), Drug ID (E.S.), Directions (TAS), and Last Fill Date (05/07).
- Previous Fill(s) Consultation Comments:** A large empty text area.
- Current Fill Consultation Comments:** A large empty text area.
- Additional Consultation Comments:** A text area containing the entry: "05/16/2016, 2:03 PM, YOO, Patient has history of taking Bactrim in past; consult to ensure there are no issues with Bactrim - also counsel on interaction with warfarin and Statins."
- DUR Summary:** A section with a "Print" button and a "Print Only" checkbox.
- Buttons:** "Save" and "Print" buttons are located at the bottom right of the main window.

At the bottom of the page, there is a footer with a logo, the text "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreens Patient Safety Evaluation System.", and the date "©2013 Walgreen Co. All Rights Reserved".

Talking Points:

- Comments should be placed under the "Additional Consultation Comments" section.
- Once this is saved, this will trigger a CAP block at the register to ensure mandatory counseling by a pharmacist prior to selling the medication.

Example #3 of DUR Review (cont)

The screenshot displays a software interface for DUR Review. A central dialog box titled "DUR Details" is open, featuring a dropdown menu for "DUR Intervention Comment Codes (Select one)" with "Prescriber Consulted" chosen. The "Comments" field contains the text: "On 10/20/10, 2:07 PM, Y.O.V., Prescriber Consulted, Contacted MD re:war prescribed warfarin to inform of patient taking Bactrim DS". The dialog box includes "OK" and "Cancel" buttons. The background application window shows a patient profile for "940111906" and a "DUR Summary" section with a list of drugs: "DOXAPROFEN, FENITROIN, PARETYDOL, EST, ADICEL, FLETAZOPROFET, KUDIE, SP, SU, FAVETH, FAVETHC".

Talking Points:

- For the second DUR, the patient is currently on a prescription for warfarin. You reached out to the prescribing MD for warfarin to alert them that the patient was prescribed Bactrim DS. The MD was aware and is ok with the patient receiving.
- As the pharmacist, you now should document under the “DUR Cmts” button, select “Prescriber Consulted” from the drop down and provide the information relayed by the MD in the comments field.
 - Remember, you want your peers to be able to understand what occurred should they need to revisit.

Example #3 of DUR Review (cont)

Team's [Work Queue - As Of: 2:17 PM]

Application: Patient Support, Define, Orders, Review

Search By: Enter one of the following

Patient Last: The prescription is ready with a 'Y' under the "Consult" column, which indicates that counseling will be mandatory prior to selling the medication.

Prescriber Last: Phone: [] Rx # [] [Search]

Work Queue

Patient	Rx #	Drug	Status	Delivery	Ex Stock	Bo	Type	Consult
PATIENT CONTROL	556002	ATORVASTATIN 20MG TABLETS	ENTERED					Y
PATIENT CONTROL	50577	ATORVASTATIN 20MG TABLETS	ENTERED					
PATIENT CONTROL	509588	LIPITOR 20MG TABLETS	PRINTED					
PATIENT CONTROL	50623	ORIGATON 300 TABLETS	PRINTED					

The pharmacist can access the CAP block by clicking on the "Consult" button.

Buttons: Consults, Update Bx, Waiting, Renew, Delete, Consult, Done

Row 5 of 5 available for review in this view. [OK] [TAB] [X] [2:17 PM]

©2010 Walgreen Co. All rights reserved.

Talking Point:

Blue Box: When the prescription is scanned at the register a CAP block will pop up to alert the employee that a mandatory consult must be done by the pharmacist for the prescription to be sold.

Example #3 of DUR Review (con't)

Patient Chart
 TEST PATIENT DOB: 1/15/1985 M 12345678901 GREENFIELD, MA 01101

Prescriptions

Rx #	Drug	Type	Directions	Qty	PCS	Prescriber
000000000	VALI TABLET (ORAL) 100 MG (ORAL) 100 MG	ORAL	TAKE ONE TABLET BY MOUTH ORALLY	30	30	LAGAZZARA, INTERCOM

Pending Consideration Comments:
 CONSULTER HAS REQUESTED THAT CONSULTER BE INFORMED THAT PATIENT HAS HISTORY OF ALLERGIC REACTIONS TO PENICILLIN. CONSULTER REQUESTS THAT YOU REVIEW WITH THE PATIENT AND COUNSEL AS APPROPRIATE WITH INFORMATIONAL BULLETIN.

Consultation Resolution:
 CONSULTATION COMPLETED. PATIENT HAS TAKEN ACTION WITH NO ISSUES IN THE PAST AND PROVIDED AN O/S TO LOOK FOR IN CASE THEY HAVE AN ALLERGIC REACTION.

DUR Interaction Detail

Drug	Strength	Quantity	Expiry Date	Expiration
VALI 100 MG - WHITE PINK ROUND TABLETS	100 MG	30		
ORAL ALLERGY - SKIN DRUGS				

This field will detail what exactly needs to be counseled on as instructed by the comments that the verifying pharmacist has documented.

The pharmacist would input the outcome of the counseling session under the "Consultation Resolution" section.

Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreens Patient Safety Evaluation System.

There is animation in place to hide the charts and arrows at first. Please populate them only after discussing #1 below.

Talking Point:

1. This is your standard CAP screen that populates after selecting the "Consult" button. Patient and specific prescription information can be found above. The actual interaction(s) can be found towards the bottom.

Bring in animation

Note: Talk through charts in the following order:

1. Blue
2. Orange

Example #4 of DUR Review

eRx		09/17/2013
Patient		
Test Patient 04/01/1955		
Prescriber		
Asasasa Intercom 847-332-3232 NPI: 2323232324		
RX		
JANUVIA 100MG TABS 1 TAB PO TID #90 TABLETS Refills: 5 Substitution Allowed		

©2013 Walgreen Co. All rights reserved.

Talking Points:

- This patient was prescribed Januvia 100mg TID #90 with 5 refills.
- The patient has no history of allergies or health conditions, they are on other medications, but they do not interact with this drug.

Example #4 of DUR Review (con't)

TeamTrac Prescription Entry - Patient

Application: E-Script System Date: 04/17/08 Time: 11:47 AM User: [Name] Role: [Role]

Test Patient: [M] [D4017900] [BR] [047] 91E-1000

Image

JANUVA 100MG TABS
 130 PG HD
 690 TABLETS
 Refill: 5
 Manufacturer: AbbVie

Prescription Information

Rx # [] Last Filled []

Date: [04/17/08]

Drug ID: [JANUVA 100MG TABLETS] Change Drug

Manufacturer: [ABBVIE] Substitute []

Drug Code: [00772014] DAW: [] Substitution: []

Quantity: [30] Qty Disp: [30] Qty Pharm: [30]

Directions: [TAKE ONE TABLET SYNCHRONY WITH MEAL THREE TIMES DAILY] []

Days Supply: [30] Refills: [5] Refill Expiration: [04/17/2014]

Exp Phone: [047] 234-1234 Fax ID: [712] 345-6789 Stop: []

Prescriber: [ADARASA] [RATED.COM]

Payment Information

Type: [] []

Pay Code: []

Cash Price: []

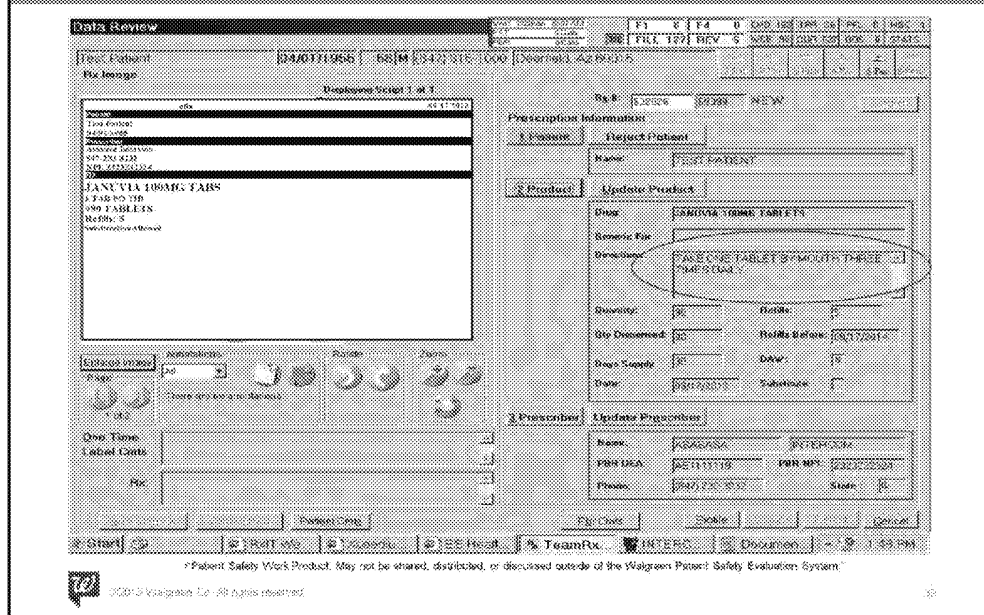
Smart Script: [] Entering [] Priority [] Priority []

© 2008 Walgreen Co. All rights reserved. 12

Talking Point:

- The prescription has been entered into IC+ as instructed by the MD

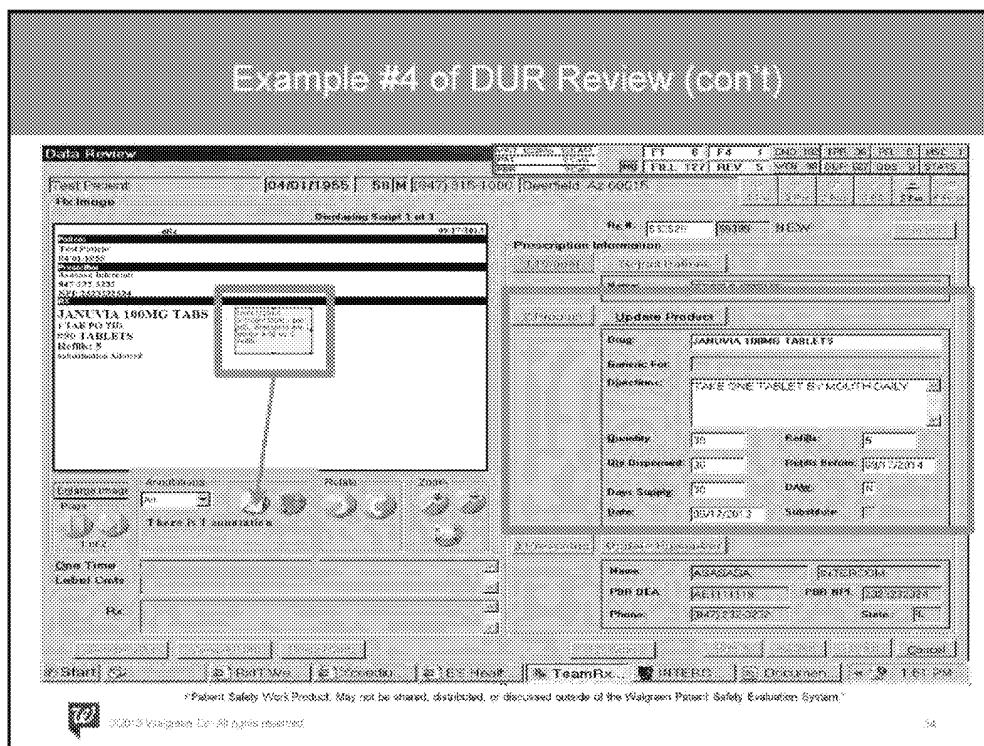
Example #4 of DUR Review (con't)



Talking Points:

- During Data Review of this prescription, you identified that the directions are not consistent with the recommend dosing for Januvia
- The next few slides will show what you, the pharmacist, should do if they were able to contact the MD right away.

Example #4 of DUR Review (con't)



There is animation in place to hide the charts and arrows at first. Please populate them only after discussing #1 below.

Talking Point:

You were able to get a hold of the MD's office and they stated that the directions should actually be 1 po QD #30 with 5 refills. The following was then performed by the pharmacist:

click once to initiate 1st animation

- Purple Box – Annotate the prescription by clicking on the annotation button (see arrow). This will pop up a yellow text field which will allow for note entry.
 - As mentioned earlier, provide enough detail for others to understand your thought process if revisiting in the future.

click once to initiate 2nd animation

- Blue Box – Using the “Update Product” button, update the directions and quantity to “1 po QD and #30.”

click once to initiate 3rd animation

- Orange Box - If there is more than 1 annotation that has to be made, they can be created by clicking the same button again. Multiple annotations can be sorted by the drop down field (default setting: All) to view each individually.

Example #4 of DUR Review (con't)

The screenshot shows a software interface for DUR Review. The interface is divided into several sections:

- Patient Information:** Includes fields for Patient Name, Address, and Phone Number. The patient name is highlighted in green.
- Product Information:** Includes fields for Product Name, Strength, and Quantity. The product name is highlighted in green.
- Prescriber Information:** Includes fields for Prescriber Name, DEA Number, and State. The prescriber name is highlighted in green.
- Consult Req:** A button highlighted in green, indicating that the sale of the prescription is blocked until the patient can be counseled by a pharmacist.
- Dispensing Script List:** A list of scripts with columns for Name, Date, and Status.
- Click to start CAP block:** A button with a downward arrow pointing to the 'Consult Req' button.

At the bottom of the interface, there is a disclaimer: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System."

Talking Points:

- After Patient, Product and Prescriber information (highlighted in green) is reviewed, chose the “Consult Req” button to block the sale of the prescription until the patient can be counseled by a pharmacist.

Example #4 of DUR Review (con't)

The screenshot displays a software interface for DUR Review. On the left, a patient profile is shown with the following details: Name: Test Patient, DOB: 04/01/1985, Address: 447-232-3452, NPI: 2332333234. The medication is listed as JANUVIA 100MG 1 TAB PO BID, with a quantity of 90 TABLETS and a refills of 5. The status is 'Submission Allowed'. The main area is titled 'Consultation Comments' and is divided into three sections: 'Previous Fill(s) Consultation Comments', 'Current Fill Consultation Comments', and 'Additional Consultation Comments'. The 'Additional Consultation Comments' section contains the text: 'Dose 72013 3 10pm QON - Counsel patient in change in directions per MD to 1 tab daily'. At the bottom of the window, there are 'Save' and 'Close' buttons. A footer note reads: '* Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.' Below this, it says '©2013 Walgreen Co. All rights reserved.'

Talking Point:

- Enter comments regarding what the patient should be counseled for.
- This will pop up as a CAP lock at point of sale (POS).
- Select “Save” to complete and exit

Example #4 of DUR Review (cont)

TeamID: (Work Queue - As Of: 1/23/14)

Application: Patient Orders Details Orders Queue

Search By:
Enter one of the following:

Patient Last Name: Patient Phone:

Prescriber Last Name: Rx Status: Rx #:

Work Queue

Patient	Rx #	Drug	Status	Delivery	Rx Price	Qty	Type	Display
PATIENT CONTROL	630862	ATORVASTATIN 20MG TABLETS/ENTERED			\$127.69			Y
PATIENT CONTROL	630877	ATORVASTATIN 20MG TABLETS/ENTERED			\$127.69			
PATIENT CONTROL	630888	LIPITOR 20MG TABLETS	ENTERED		\$679.99			
PATIENT CONTROL	630879	SIBERATUSHI DAC/SYUP/READY			\$166.49			
PATIENT TEST	630886	JANUVIA 100MG TABLETS	ENTERED		\$399.49			Y

Click to open CAP field

Start | | | | | | | 1:54 PM

*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.

©2013 Walgreen Co. All rights reserved.

Talking Points:

- When it comes time to counsel the patient, you should be able to pull up the CAP by going into the work queue and looking up the patient then clicking on the "Consult" button.

Example #4 of DUR Review (con't)

The screenshot displays a patient chart interface with a 'Save Consultation Comments' dialog box overlaid. The dialog box prompts the user to 'Enter your Intercom Plus initials and password' and includes fields for 'Initials' and 'Password'. A curved arrow points from the 'Consultation Resolution' section of the chart to the dialog box. The background chart shows a table with columns for 'Rx #', 'Qty', 'Type', 'Dispense', 'Qty', 'Test', and 'Prescription'. The table contains one row with the following data: Rx # 1155262088, Qty 30, Type NEW, Dispense TAKE ONE TABLET BY MOUTH DAILY, Qty 30, Test 30, and Prescription ACAMASA BITEPOOM. Below the table, there is a section for 'Incoming Consultation Comments' with a timestamp of 10/27/13 10:53 PM and a note that the patient is changed at discharge. At the bottom of the chart, there are buttons for 'Save', 'Close All', and 'Close'. A footer note states: '*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.' The bottom left corner shows the Walgreen logo and '©2013 Walgreen Co. All rights reserved.' The bottom right corner has the number '38'.

Talking Points:

- Consultation Resolution Box: From here, you can input the outcome of the counseling session and save the comments.
- Once saved, a prompt will require the pharmacist's initials and password in order to complete.

Example #4 of DUR Review (con't)

The next slides will show what would need to be done if a message had to be left at the MD's office and we are waiting for them to call back.

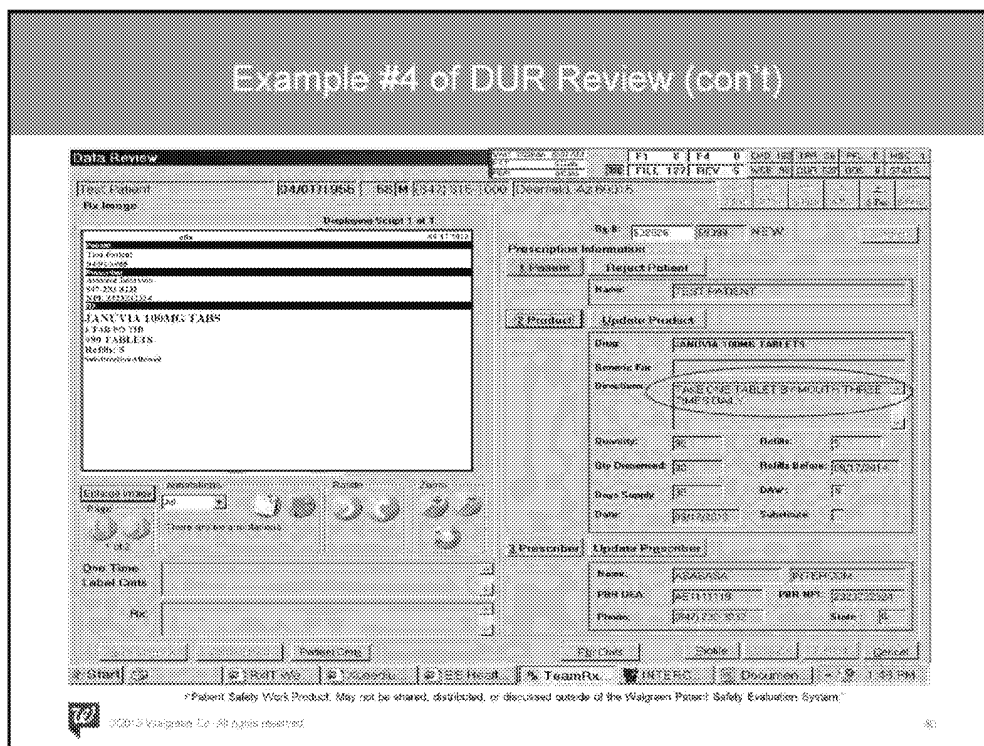


Patent Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patent Safety Evaluation System.

©2013 Walgreen Co. All rights reserved.



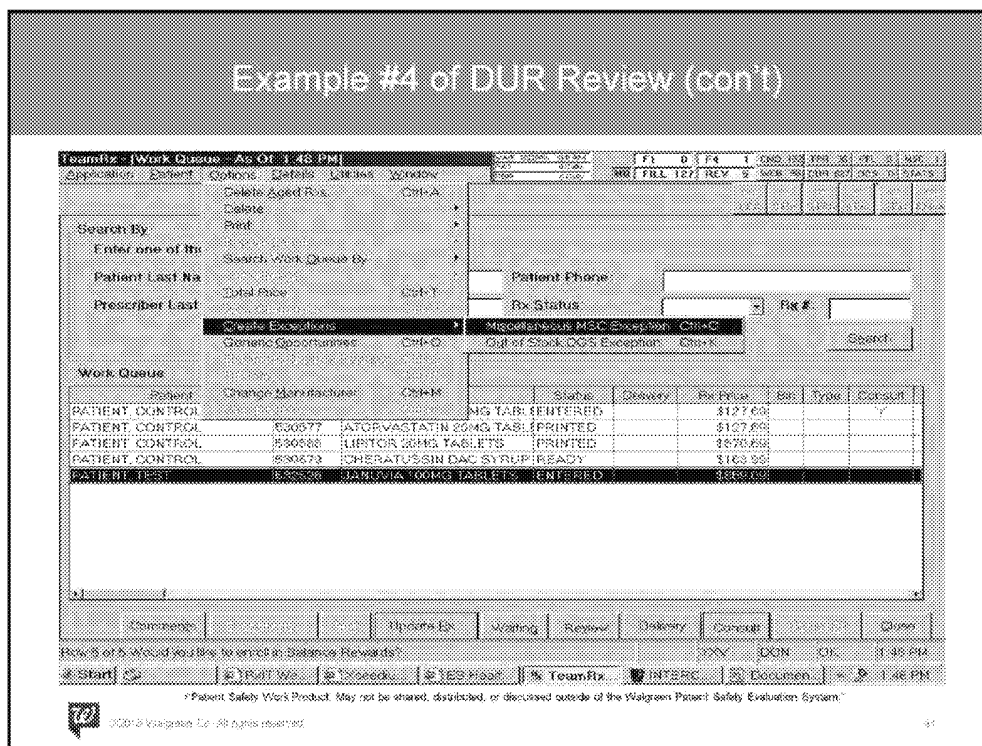
Example #4 of DUR Review (con't)



Talking Points:

- Same as before, during the Data Review of this prescription, you identified that the directions are not consistent with the recommend dosing for Januvia.
- You tried to get a hold of the MD to verify this, but had to leave a message and is waiting for the call back.

Example #4 of DUR Review (cont)



Talking Points:

An exception needs to be created in order to prevent this from being filled so that the directions can be verified with the MD. This can be done by the performing the following:

1. Look up the patient in the work queue.
2. Highlight the prescription in question
3. Under Options, go down to "Create Exceptions"
4. Then hit the right arrow and choose "Miscellaneous MSC Exception."

Example #4 of DUR Review (con't)

Exception Comments: Rx # 512526

Exception

09/17/2019 9:00am DOR - verifying directions with MD - MD WCB

Work Queue

eRx Comments From Prescriber

Rx Resolution Information

Date	Status	Comments

Start | 1:44 PM | 1:44 PM

© 2019 Walgreen Co. All rights reserved.

Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.

Talking Points:

- This screen will pop up and the comments can be entered in the exception box (not work queue) by the pharmacist stating that we are waiting for the MD to call back to verify the directions with the date, time and initials.
- Remember, be thorough enough so everyone else can understand what you are trying to accomplish.
- Once finished, hit save to complete your entry.

Example #4 of DUR Review (cont)

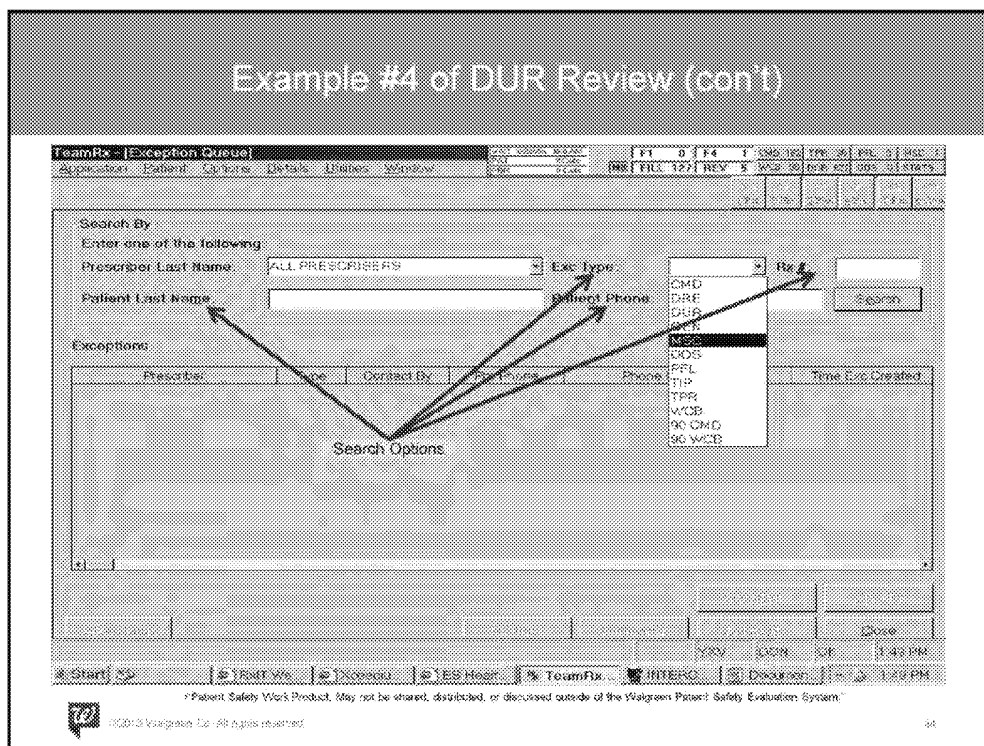
The screenshot shows the TeamRx software interface. At the top, there is a title bar 'TeamRx: [Work Queue - As Of 1:43 PM]'. Below it are menu options: Application, Patient, Orders, Orders, Orders, Orders. The main area has search filters for Patient Last Name, Patient Phone, Prescriber Last Name, Rx Status, and Rx #. A 'Search' button is present. Below the search area is a 'Work Queue' table with columns: Patient, Rx#, Drug, Status, Delivery, Rx Price, and Cost. The table contains several rows of prescription data. The last row is highlighted in red and has 'MSC' in the Status column. An arrow points from the text 'MSC exception' to this row. At the bottom, there are buttons for Comments, Discontinue, Print, Review, Delivery, Consult, and Queue. A status bar at the very bottom shows 'Start', 'Print', 'End', 'Yes/No', 'TeamRx', 'INTERC', 'Documents', and '1:43 PM'. A small disclaimer is visible at the bottom center: 'Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.'

Patient	Rx#	Drug	Status	Delivery	Rx Price	Cost
PATIENT CONTROL	530682	ATORVASTATIN 20MG TABLET	ENTERED		\$127.89	
PATIENT CONTROL	530677	ATORVASTATIN 20MG TABLET	PRINTED		\$127.89	
PATIENT CONTROL	530566	LIPITOR 20MG TABLETS	PRINTED		\$570.89	
PATIENT CONTROL	530693	ICREBRATUSEIN DAC SYRUP	READY		\$183.90	
PATIENT CONTROL	530566	LIPITOR 20MG TABLETS	ENTERED		\$570.89	

Talking Points:

Now when the prescription is pulled up in the work queue, this will have a MSC exception that will prevent this from being printed and filled.

Example #4 of DUR Review (con't)



Talking Point:

When the MD calls back regarding the prescription, you can access this by going into the “Exception Queue” and searching by either the patient’s last name, phone number, RX # or choosing the exception type of “MSC.”

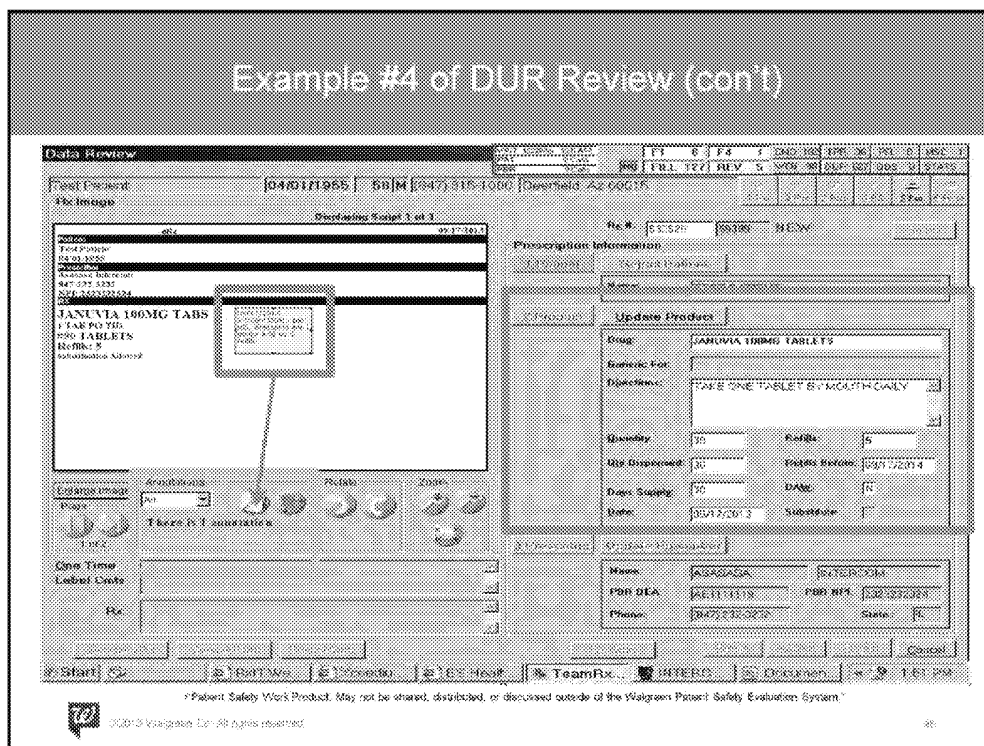
Example #4 of DUR Review (con't)

The screenshot displays the TeamRx Exception Review interface. At the top, it shows the title 'TeamRx: Exception Review - As Of: 1:49 PM'. Below this, there are search filters for 'Exc Type' (set to 'MSC') and 'Rx #'. A search button is visible. The main area contains a table of exceptions with columns for 'Type', 'In Stock', 'Contracted', 'Status', 'Patient', 'Pre-Screen Resp', and 'Notes Added'. One row is highlighted in black, and an arrow points from the text 'Remove MSC exception' below the table to the 'Remove MSC Exception' button in the 'Options' column of that row. The interface also includes a status bar at the bottom with various system controls and a footer with copyright information.

Talking Points:

- This example shows patient(s) filtered by “MSC” under the “Exc Type” and the patient in question has been highlighted.
- To remove this exception, select “Options” and chose the “Remove MSC Exception.”

Example #4 of DUR Review (con't)



There is animation in place to hide the charts and arrows at first. Please populate them only after discussing #1 below.

Talking Point:

You were able to get a hold of the MD's office and they stated that the directions should actually be 1 po QD #30 with 5 refills. The following was then performed by the pharmacist:

click once to initiate 1st animation

- Purple Box – Annotate the prescription by clicking on the annotation button (see arrow). This will pop up a yellow text field which will allow for note entry.
 - As mentioned earlier, provide enough detail for others to understand your thought process if revisiting in the future.

click once to initiate 2nd animation

- Blue Box – Using the “Update Product” button, update the directions and quantity to “1 po QD and #30.”

click once to initiate 3rd animation

- Orange Box - If there is more than 1 annotation that has to be made, they can be created by clicking the same button again. Multiple annotations can be sorted by the drop down field (default setting: All) to view each individually.

Example #4 of DUR Review (con't)

The screenshot shows a software interface for DUR Review. The interface is divided into several sections:

- Patient Information:** Includes fields for Patient Name (JANUVA 100MG TABS), Patient ID (044011856), and other patient details. A 'Consult Req' button is highlighted in green. Below this, there is a 'CAP block' section with a 'Click to start CAP block' instruction.
- Prescription Information:** Includes fields for Prescription ID (044011856), Prescription Date (04/12/2010), and Prescription Status (NEW).
- Product Information:** Includes fields for Product Name (JANUVA 100MG TABS), Strength (100MG), and other product details.
- Prescriber Information:** Includes fields for Prescriber Name (JANUVA), Prescriber ID (044011856), and other prescriber details.

At the bottom of the interface, there is a footer that reads: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System."

Talking Points:

- After Patient, Product and Prescriber information (highlighted in green) is reviewed, chose the “Consult Req” button to block the sale of the prescription until the patient can be counseled by a pharmacist.

Example #4 of DUR Review (con't)

The screenshot displays a software window titled "Consultation Comments" for a patient named "Test Patient" (DOB: 04-01-1985). The medication being reviewed is "JANUVIA 100MG TABLETS". The interface includes three text areas for comments: "Previous Fill(s) Consultation Comments", "Current Fill Consultation Comments", and "Additional Consultation Comments". The "Additional Consultation Comments" field contains the text: "Dose 720133 100mg QON - Counsel patient in change in directions per MD to 1 tab daily". An arrow points to this text. The window also features a "Save" button and a "Close" button. At the bottom, there is a disclaimer: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System." and a copyright notice: "©2013 Walgreen Co. All rights reserved."

Talking Point:

- Enter comments regarding what the patient should be counseled for.
- This will pop up as a CAP lock at point of sale (POS).
- Select "Save" to complete and exit

Example #4 of DUR Review (cont)

TeamID: [Work Queue - As Of: 1/23/14]

Application: Patient Orders Details Orders Queue

Search By:
Enter one of the following:

Patient Last Name: PATIENT Patient Phone:

Prescriber Last Name: Rx Status: Rx #:

Search

Work Queue

Patient	Rx #	Drug	Status	Delivery	Rx Price	Qty	Type	Display
PATIENT CONTROL	630862	ATORVASTATIN 20MG TABLETS/ERED			\$127.69			Y
PATIENT CONTROL	630877	ATORVASTATIN 20MG TABLETS/PRINTED			\$127.69			
PATIENT CONTROL	630888	LIPITOR 20MG TABLETS PRINTED			\$679.99			
PATIENT CONTROL	630879	CHEERAT 1500mg DAC BY SUP READY			\$166.49			
PATIENT TEST	630886	JANUVIA 100MG TABLETS ENTERED			\$399.49			Y

Click to open CAP field

Comments | Update Rx | Writing | Review | Delivery | Consult | Done

Start | [Icons] | 1/23/14 1:54 PM

*Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreen Patient Safety Evaluation System.

©2013 Walgreen Co. All rights reserved.

Talking Points:

- When it comes time to counsel the patient, you should be able to pull up the CAP by going into the work queue and looking up the patient then clicking on the "Consult" button.

Example #4 of DUR Review (con't)

The screenshot displays a patient chart interface. At the top, there is a header with patient information: "Patient Chart", "TESTPATENT", "SAX/VYAS", "M (MAY) 1980", "WEEFPELL", "7A2", "60176". Below this, there are tabs for "Schedule", "Compliance History", and "Services". A table titled "RPH Consultation Request (1 of 1)" is visible, with columns for "Req #", "Qty", "Type", "Dispense", "Qty", "Test", and "Dispense". The table contains one row: "1155263088", "10000000000000000000", "NEW", "TAKE ONE TABLET BY MOUTH DAILY", "30", "30", "ACAPASA, BITEPOOM".

A "Save Consultation Comments" dialog box is overlaid on the chart. It contains the text "Enter your Intercom Plus initials and password" and two input fields labeled "Initials:" and "Password:". There are "OK" and "Cancel" buttons at the bottom of the dialog.

Below the dialog, the text "Consultation Resolution" is visible, with an arrow pointing to a "Save" button at the bottom of the chart interface. Other buttons include "Copy PH" and "Close".

At the bottom of the screenshot, there is a footer: "Patient Safety Work Product. May not be shared, distributed, or discussed outside of the Walgreens Patient Safety Evaluation System." and "©2013 Walgreens Co. All rights reserved."

Talking Points:

- Consultation Resolution Box: From here, you can input the outcome of the counseling session and save the comments.
- Once saved, a prompt will require the pharmacist's initials and password in order to complete.

Thank You



Small Steps Big Benefits

Improve population health and reduce costs by incentivizing members to make healthy choices



Walgreens

“An ounce of prevention *is* worth a pound of cure.”

– Ben Franklin

Researchers have noted that preventable illness makes up



of total healthcare costs.¹

Preventable illnesses can result when people ignore personal risk factors such as nutrition, weight control, exercise, blood pressure and smoking. By promoting healthy lifestyle choices, health plans, employers and payers can take a positive step toward reducing healthcare costs.

Employers take note

Improving workforce health and lifestyle behaviors may:²

- ✓ Lower medical and disability claims
- ✓ Decrease unplanned sickness
- ✓ Reduce absence
- ✓ Increase productivity

Employers with highly effective programs that contribute to improved workforce health report

34% higher revenue per employee

and market premiums that are

20 percentage points higher than ineffective companies.²

Unfortunately, lifestyle behaviors related to health risk factors, such as eating, exercising and smoking, are among the most challenging to modify. However, incentives can help motivate members to initiate and participate in healthy activities.³

Goal setting and regular self-monitoring have also been found to be effective strategies for changing health behaviors.⁴ Researchers have found that greater engagement in the health process can lead to better outcomes.⁵

Walgreens Balance Rewards for healthy choices® can help motivate participants to live healthier lives











Walgreens Balance Rewards for healthy choices® utilizes incentives, goal setting and regular self-monitoring to inspire and motivate participants. The program is built on evidence-based methodology that incorporates small, easy-to-achieve steps—such as taking one walk, monitoring blood pressure one time, or eating one healthy meal—that, when added together over a week, a year or a lifetime, can lead to major lifestyle changes.

The program is built on the evidence-based methodology of taking **small steps** to **drive real behavior change.**

Rewarding in many ways

Walgreens Balance Rewards for healthy choices program rewards participants frequently with points for setting and achieving a variety of health goals.*

Participants can connect a favorite health or fitness device online or through the Walgreens App. They are then able to track their progress and points earned on their desktops, tablets or mobile devices.

Set First Healthy Goal		250 POINTS/first goal
Link a Device or App		250 POINTS/device or app
Walking, Running and Cycling		20 POINTS/mile
Frequent Activities		20 POINTS/log
Weight Tracking		20 POINTS/log
Blood Pressure Tracking		20 POINTS/reading
Blood Glucose Tracking		20 POINTS/test
Quit Smoking/Tobacco		250 POINTS/pledge
Prescriptions		100 POINTS/each
Immunizations		100 POINTS/each



Points can be redeemed like cash at more than 8,000 Walgreens locations, Duane Reade stores and at Walgreens.com.[†] Every visit

to Walgreens, Duane Reade or Walgreens.com gives participants access to experienced pharmacists and thousands of product offerings that support healthier lifestyle choices.

Participants also have access to Your Digital Health Advisor, an online resource that provides a digital coaching experience similar to one-on-one health coaching.

As of April 2015, Balance Rewards for healthy choices[®] has reached the following milestones:

800,000 users

250,000 connected devices

1.5 million goals set

73 million miles logged

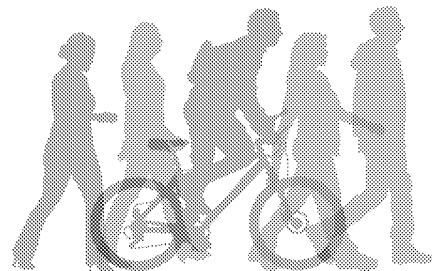
1.9 billion points awarded

Health plans, employers and payers also benefit from the program

Walgreens makes it easy to add the Balance Rewards for healthy choices program to a current incentives portfolio. There are no administrative fees and the program can work with existing wellness and incentive programs that are already in place. Organizations fund only the points awarded to members.

Balance Rewards for healthy choices provides a unique and proven way to engage a member population, which may lead to:

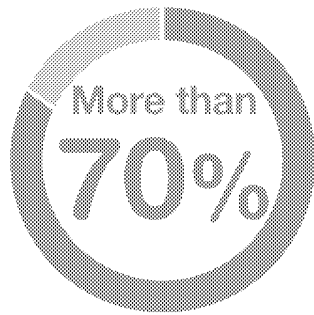
- Improved health outcomes
- Reduced healthcare costs
- Increased member satisfaction and retention



The program has produced significant results

High, long-term engagement

Walgreens tracked the retention of active Balance Rewards for healthy choices® participants for a year.



of participants with a connected device were still active 12 months after joining the program.⁶

Significant weight loss

In 2014, a study was conducted with 100,069 participants during a 180-day period. Of those participants, 45,839 (45.8 percent) tracked activities and 6,198 (6.2 percent) logged weight measurements.⁷

100% of participants **lost** an average of

3.3
pounds

27.2% of participants **lost** more than

6.0
pounds

16.5% of participants **lost** more than

10.0
pounds

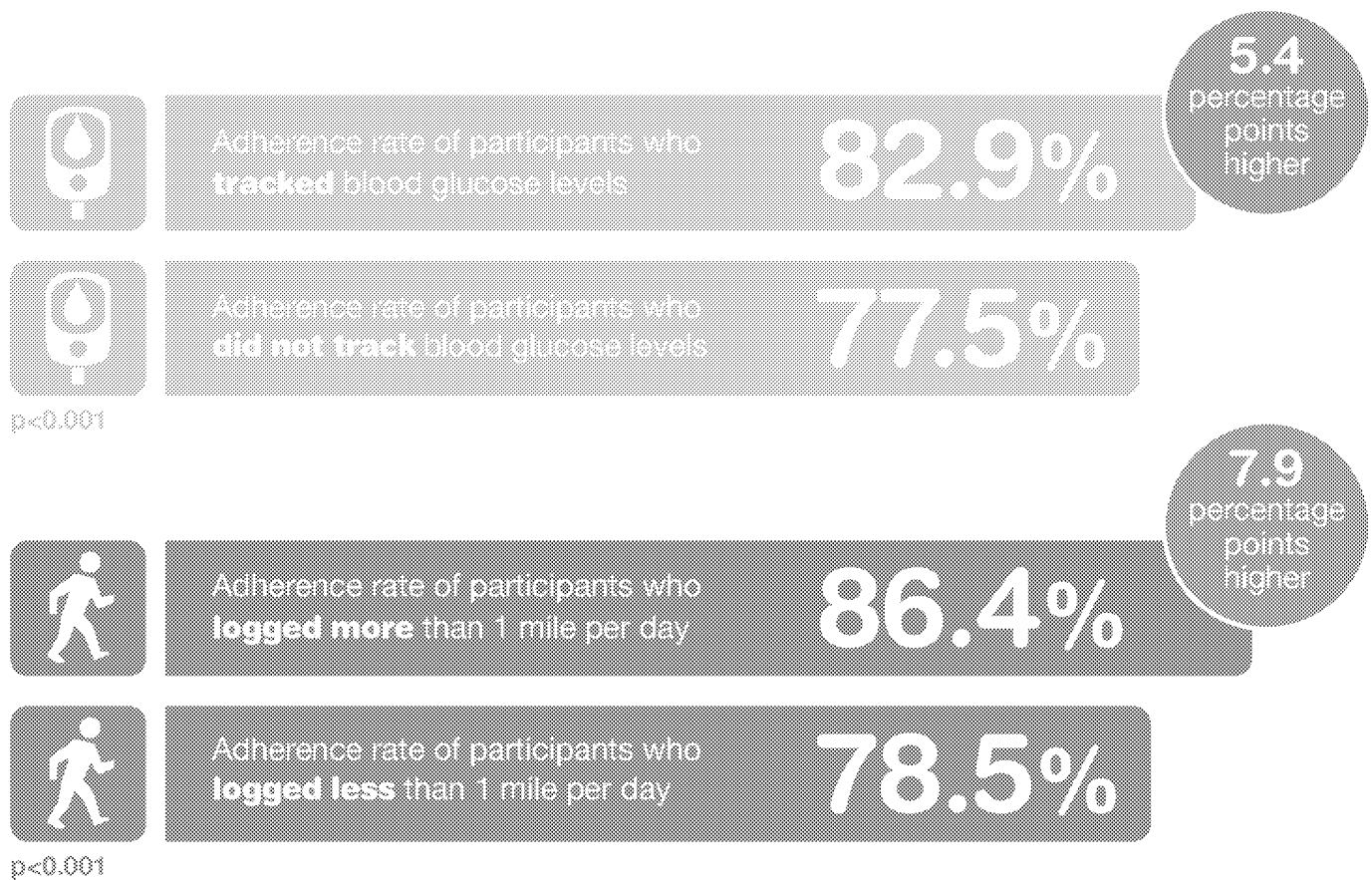
Participants who logged at least **1 mile** a day **lost** an average of **3.7** pounds

These results show positive associations between tracking physical activity in the Balance Rewards for healthy choices program and weight loss.

Better adherence to oral diabetes medications

In 2014, a study was conducted with 1,855 new participants of the Balance Rewards for healthy choices® program, enrolled between May 1 and June 30, 2014, who tracked activities such as steps (walking and running) and biometrics (body weight and blood glucose) within six months of enrollment and filled at least one medication in 2014.⁸

Adherence was measured using proportion of days covered (PDC) which equals the total days covered by medication divided by the total days in the observation period.⁹ PDC was calculated from each participant's first prescription fill date in 2014 to December 31, 2014.

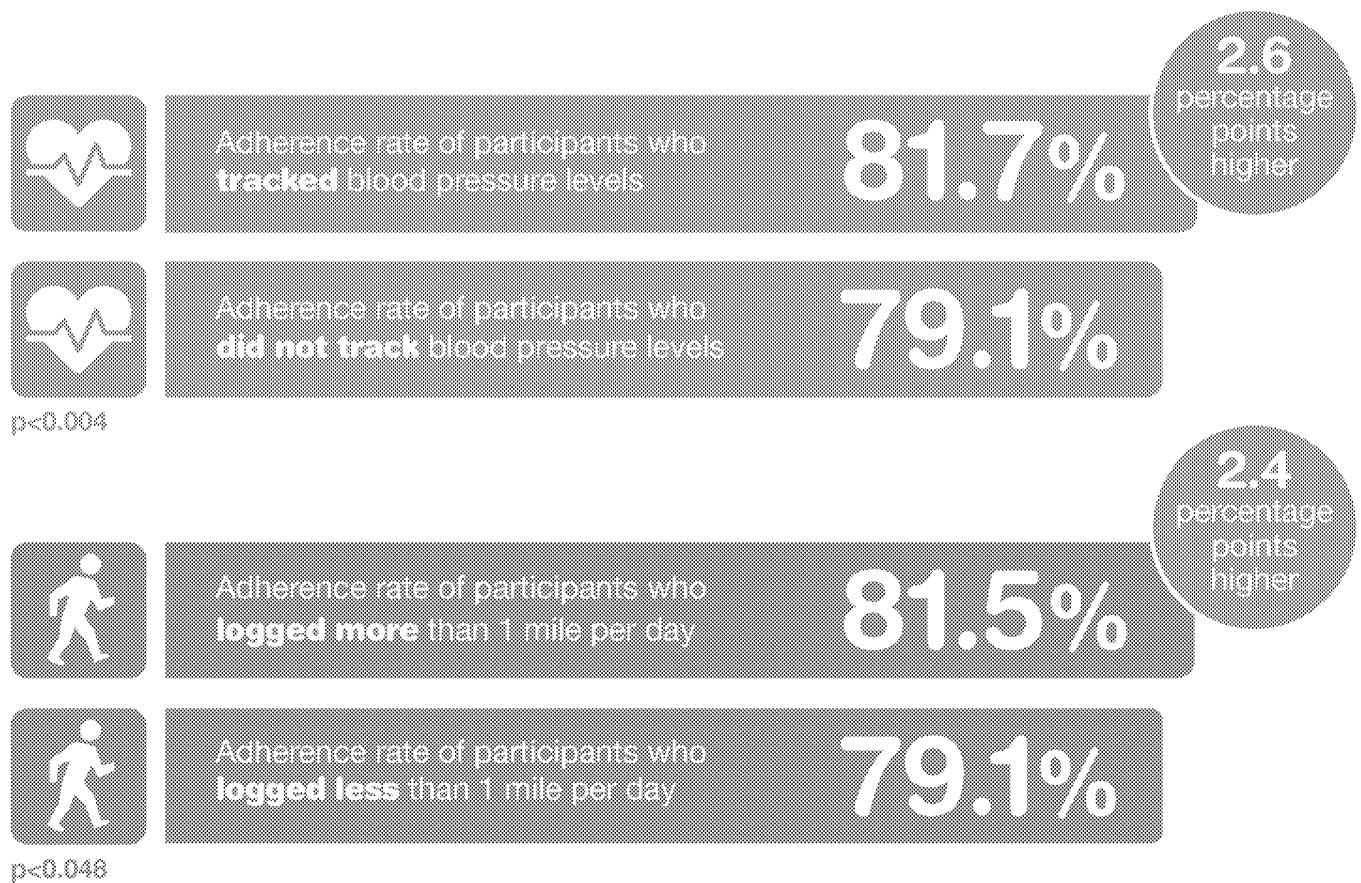


This study demonstrates a significant relationship between higher levels of participant engagement in healthy activities and biometric tracking through Balance Rewards for healthy choices and greater adherence to prescribed oral diabetes medications.

Better medication adherence to antihypertension medications

In 2014, a study was conducted with 4,943 new participants of the Balance Rewards for healthy choices® program, enrolled between May 1 and June 30, 2014, who tracked activities such as steps (walking and running) and biometrics (body weight and blood pressure) within six months of enrollment and filled at least one antihypertensive medication in 2014.¹⁰

Adherence was measured using PDC and was calculated from each participant's first prescription fill date in 2014 to December 31, 2014.



This study demonstrates a significant relationship between higher levels of participant engagement through Balance Rewards for healthy choices and greater adherence to prescribed antihypertension medications. In addition, analysis of a larger group of participants confirmed improved adherence across both populations (those who tracked their blood pressure and those who tracked their blood glucose).^{11,12}



“Walgreens Balance Rewards for healthy choices® program promotes and supports healthy behaviors, which should translate into reduced healthcare costs for participants, their employers and payers.”

— Hany Leider, Chief Medical Officer, Walgreen Co.

Walgreens continues to measure the outcomes data generated by Balance Rewards for healthy choices and is constantly evolving the program based on the results.

For more information, visit Walgreens.com/HealthSolutions.

For Balance® Rewards terms and conditions, visit Walgreens.com/HealthyChoices.

*One-time reward for first goal set. One-time reward per linked device, maximum two devices per month. Limit 20 points per mile, 1,000 points per month. Limit 20 points per daily weigh-in logged. Limit 20 points per blood glucose test, two logs per day. Limit 20 points per blood pressure test, one log per day. Information provided to Walgreens online is covered by the terms of our Online Privacy and Security Policy found at www.Walgreens.com/topic/generalhelp/privacyandsecurity.jsp and the terms and conditions of Balance Rewards. Personally identifiable information is not covered under HIPAA or the Walgreens Notice of Privacy Practices. For full program terms and conditions, visit Walgreens.com/healthychoices. Points on pharmacy transactions limited to 50,000 per calendar year, and cannot be earned in AR, NJ or NY or on prescriptions transferred to a Participating Store located in AL, MS, OR or PR. See full terms and details at Walgreens.com/Balance.

†Due to state and federal laws, points cannot be redeemed on some items, including alcohol, tobacco, dairy and prescription items. For details, visit Walgreens.com/Balance.

1. Fries JF, Koop CE, Beadle CE, et al. Reducing health care costs by reducing the need and demand for medical services. The Health Project Consortium. *N Engl J Med*. 1993;329(5):321-325. 2. Caver K, Davenport TO, Nyce S. Capturing the value of health and productivity programs. *People & Strategy*. 2015;38(1):30-35. 3. Hall B. Health incentives: the science and art of motivating healthy behaviors. *Benefits Q*. 2008;24(2):12-22. 4. Spahn JM, Reeves RS, Keim KS, et al: State of the evidence regarding behavior change theories and strategies in nutrition counseling to facilitate health and food behavior change. *J Am Diet Assoc*. 2010; 110(6):879-891. 5. Hibbard JH, Greene J. What the evidence shows about patient activation: better health outcomes and care experiences; fewer data on costs. *Health Aff (Millwood)*. 2013;32(2):207-214. 6. Walgreen Co. Data on file; 2015. 7. Walgreen Co. Data on file; 2014. 8. Taitel M, Jiang J, Akinbosoye O, Orr G. The relationship between online activity and biometric tracking and medication adherence among members with diabetes. Poster presented at: 75th Scientific Sessions (2015) of the American Diabetes Association; June 5-9, 2015; Boston, MA. 9. Nau DP. Proportion of days covered (PDC) as a preferred method of measuring medication adherence. *URAC & AMCP: Quality Management News and Information for Pharmacy*. 2011;4(4):1;7-9. 10. Taitel M, Jiang J, Akinbosoye O, Orr G. The relationship between online activity and biometric tracking and medication adherence among members with hypertension. Poster presented at: 36th Annual Meeting & Scientific Sessions of the Society for Behavioral Medicine; April 22-25, 2015; San Antonio, TX. 11. Gourlay AW. Keynote presentation. Presented at: HIMSS15 (Healthcare Information and Management Systems Society); April 13, 2015; Chicago, IL. 12. Taitel, M. Actuarial issues in digital health-taming the new frontier: digital health at Walgreens. Presented at: 2015 Health Meeting of the Society of Actuaries; June 16, 2015; Atlanta, GA.



Evolution, Revolution and Innovation within Balance Rewards

October 16, 2015

Walgreens
AT THE CORNER OF **HAPPY** & **HEALTHY**[™]

A history of innovation at Walgreens



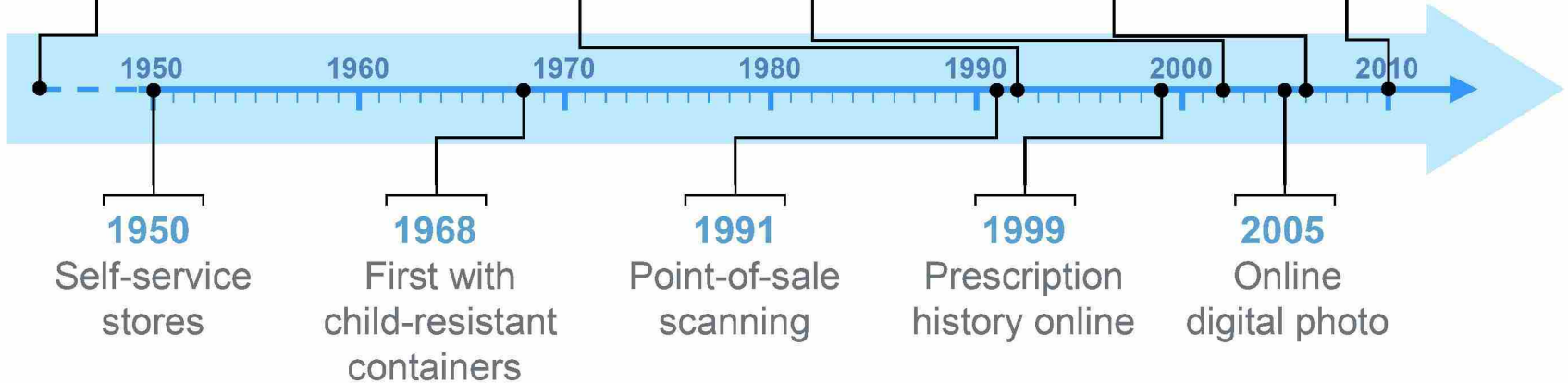
First store is opened
1901

Stand-alone stores with drive-thru pharmacies
1992

Multiple language Rx labels
2002

Opened first Healthcare Clinic
2006

Duane Reade acquisition is finished
2010



©2015 Walgreen Co. All rights reserved.

Balance Rewards delivers customer value through points, personalization, and customer knowledge

Deliver differentiated customer value

Reward and **retain our customers** via points earn and redeem

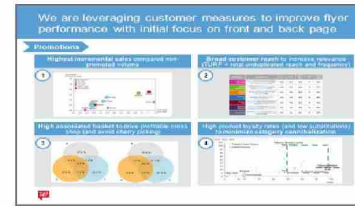


Increase **value** among existing customers via personalized deals



Build best customer knowledge

Capture **customer data** to optimize shopper experience



Build knowledge to inform **differentiated experiences**



©2015 Walgreen Co. All rights reserved.

Balance Rewards engages customers across three key pillars



Rewarding best customers for choosing Walgreens



Retail rewards



Pharmacy rewards



Balance Rewards for healthy choices

More Points. More Rewards.



©2015 Walgreen Co. All rights reserved.

Points are an effective currency with a long-term value cycle and differential appeal to best customers

Points Cycle



Points vs. Dollar Response Rate

Average response



©2015 Walgreen Co. All rights reserved.

We launched the largest loyalty program in the country with over 85M members* and continue to evolve

FY13

FY14

FY15

Balance Rewards launches
September



Vendor Insight Sharing
December



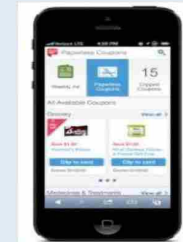
Personalized Quarterly Thank You mailer
May



Everyday points events launch
January



Paperless coupons
April



Everyday points, Multipliers
June '15



*defined as any member with a Balance Rewards transaction in the last six months

©2015 Walgreen Co. All rights reserved.

Customers were delighted with core elements of Balance Rewards but wanted more ways to earn points

Program Satisfaction Scores



“It feels like a scavenger hunt [to earn points] ...I want to earn more points for all of my purchases.”

- Loyal Customer Atlanta



©2015 Walgreen Co. All rights reserved.

Based on customer feedback, we re-launched Balance Rewards on May 31 to enable consistent points earning

100 points per script
or immunization, including Medicare



10 points per dollar
on almost every item in retail



Now available for all prescription plans

Members opt in to this new benefit



©2015 Walgreen Co. All rights reserved.

Everyday points enable multiplier promotions, aligning with goal to simplify customer offer

Today

- Complex and labor intensive for store



Tomorrow

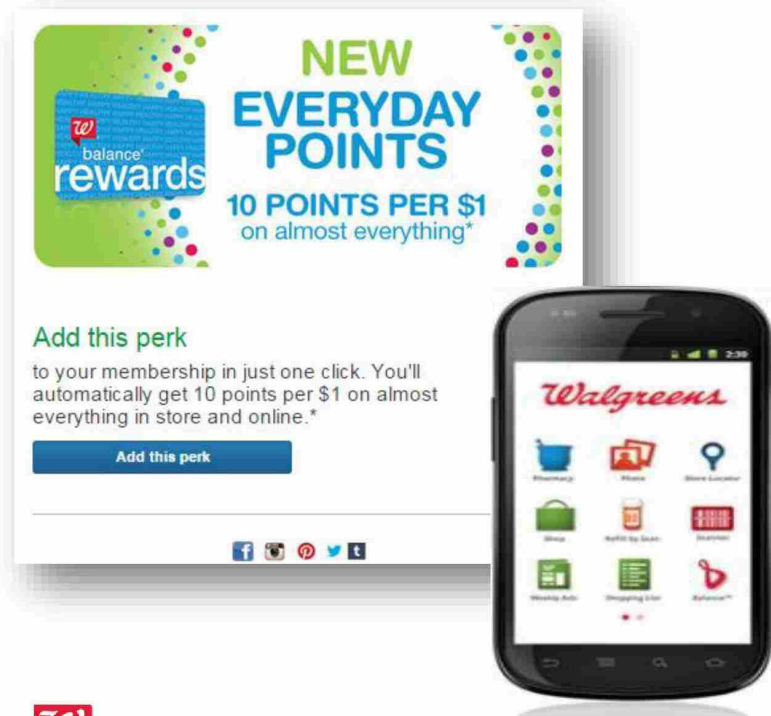
- Simple, effective, easy to execute



©2015 Walgreen Co. All rights reserved.

We marketed digital channels as primary way to add the new 'Everyday Points' program perk

Digital Opt In



- ✓ Available to all members
- ✓ Mass marketed with 360 support
- ✓ Three ways to opt in:
 1. Walgreens.com dashboard
 2. Mobile App
 3. 'One Click' email



©2015 Walgreen Co. All rights reserved.

10

Select members were prompted to add the new perk at check out, and encouraged to provide email

Pin Pad Opt In



- ✓ Only **select members** prompted to **opt in** at checkout

Email Collection



- ✓ Members earned **1,000 bonus points** for providing email at check out

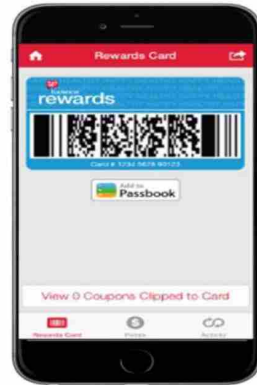


©2015 Walgreen Co. All rights reserved.

11

WAGMDL00987101

Re-launch was supported with 360 marketing with emphasis on digital, radio, ROTO and in-store



©2015 Walgreen Co. All rights reserved.

Balance Rewards re-launch successfully increased member and operational engagement

Relaunch Success

Active Members

✓ Increase vs. FY14

Sales on Card

✓ Increase vs. FY14

Member Engagement

✓ Majority of best earning & redeeming more

Customer Delight

✓ Significant increase among EDP earners

Multiplier Events

✓ First events exceeded expectations

Field Feedback

✓ Positive, increased team member engagement



Video: The New Balance Rewards

Our program retains the benefits of a discount program while increasing long-term customer engagement





Five key takeaways:

- 1 Put the customer first
- 2 Regularly analyze member engagement
- 3 Monitor the market
- 4 Commit to continuous improvement
- 5 Expect an evolution

©2015 Walgreen Co. All rights reserved.

Questions?

Electronic Prescribing of Controlled Substances Job Aid

Intercom Plus is certified to receive and dispense electronic prescriptions for controlled substances (EPCS).

Which states allow Electronic Prescribing of Controlled Substances?

All states allow EPCS for C2 – C5 medications.

Additional state-specific information may be found at: [IC Plus > E-Rx \(Pre-Scribe\) User Guide > State Specific eRx and EPCS Information > Your State > Electronic Prescribing Regulation](#)

What certifications are required for EPCS?

DEA regulations require that both the pharmacy and prescriber are certified for EPCS in order to send and receive controlled prescriptions.

Pharmacy:

- Intercom Plus has been EPCS certified since September 2011, and undergoes recertification by an auditor every 2 years.
- If a DEA or Board of Pharmacy inspector requests to see the IC+ certification report, go to StoreNet: [Intercom Plus > E-Rx \(Pre-Scribe\) User Guide > IC+ EPCS Certification Report \(KPMG\)](#)

Prescribers:

- The EHR software used by the prescriber must also be certified by an auditor before sending controlled substances electronically.

The prescriber or clinic must also perform additional enrollment steps before becoming certified for EPCS:

- Refer existing eRx prescribers to their eRx/EHR software vendor.
- For prescribers who do not currently have eRx capabilities, refer to Surescripts at: 1-866-RXREADY or www.surescripts.com

How do I know an EPCS prescription is valid?

IC+ automatically validates incoming EPCS prescriptions.

- An annotation will indicate *Digital Signature Received* with the date and time.
- Similar to tamper-resistant features on paper prescriptions, the *Digital Signature* demonstrates the prescription is from a certified prescriber and received by a certified pharmacy.

Intercom Plus will not allow dispensing of controlled medication when a *Digital Signature* is not present.

- A pop-up will appear after selecting **Accept** on the *Data Review* window.
- Select **Print & Delete**.
- Contact the prescriber to obtain a valid prescription.

If the prescriber has sent other prescriptions that contain digital signatures:

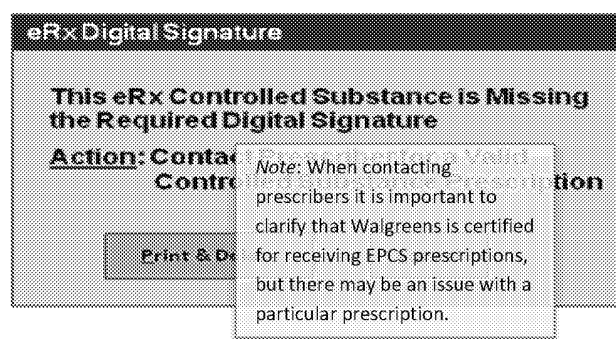
- Re-sending the prescription may resolve the issue.

If the prescriber is not certified for EPCS prescriptions:

- Obtain the prescription in an alternate manner: fax, telephone or hardcopy, where allowed.

The screenshot shows an eRx form for a patient named JOHN T DOE JR. The form includes fields for Patient, Prescriber, and Rx. The Rx section contains the medication name, instructions, quantity, and refills. A digital signature box is visible on the right side of the form.

Patient		eRx		06/01/2012	
JOHN T DOE JR	01/01/1976	Gender: M		PH: 847-123-4567	
300 Walnut Rd	Apt 5			WX: 708-123-4567	
Deerfield, IL 60015				CC: 312-123-4567	
Prescriber				Ph: 847-999-9999	
JANE JETSON MD	123 Elm St	Suite 124B		F: 847-888-8888	
Deerfield, IL 60015					
NPI: 1234567890				Supervising For: BARKNEY RUBLEE MD	
DEA: J1123456				Supervising For DEA: AR1234567	
Rx					
Oxycontin 40 MG tablets					
TAKE 1 TAB(S) ORALLY ONCE A DAY (AT BEDTIME) DO NOT TAKE IN THE MORNING OR AFTERNOON					
#30 Tablet(s)		30 days supply		Refills before 06/01/2012	
Refills: 0					
Dispense as Written: Strong Medication Necessary					
Pre Comments: Patient would like to pick up the medication next day.					
Digital Signature Received 06/01/2012 10:00:00 AM					
Page 1 of 2					



Additional Important Regulatory and Compliance Information:

Good Faith Dispensing and TD-GFD procedures must still be performed on EPCS prescriptions.

Electronic prescriptions may not be printed and then scanned as a hardcopy.

- Once printed, the prescription is no longer valid for dispensing and must not be scanned as a hardcopy due to DEA regulations.

EPCS prescriptions may display a Do Not Dispense Before date on the mockup.

- Pharmacy team members must ensure prescriptions are not provided to patients prior to this date.

All prescriptions, including C2, may be Stored then reopened at a later date.

- Prescriptions should be stored if a prescriber sends multiple C2 prescriptions for a 3 month supply. Or, if the *Do Not Fill Before* date is more than 7 days in the future.

Transferring EPCS prescriptions follows the same state-specific guidelines as handwritten prescriptions.

- When transferring new eRx prescriptions that have not yet been dispensed, *Store* the prescription on the *Patient Profile*, then follow transfer procedures. This will ensure eRx information is correctly documented and retained in IC+.
- If the prescription cannot be transferred, and the patient needs the medication sooner, contact the prescriber to send the prescription to an alternate location.

EPCS Prescriptions may be placed in the Exception queue.

- If needed, all prescriptions, including C2, may be placed in OOS exception.

DEA regulations require EPCS prescriptions are reviewed for suspected security incidents or diversion.

- Ensure any changes to EPCS prescriptions are properly annotated. You may be contacted for clarifying information about the prescription.
- Confirmed security incidents must be reported to the DEA.

State Specific Information:

New York:

- The Serial# **EEEEEEEE** may be used for every EPCS prescription.
- Select *Electronic* from the "Rx is received by" dropdown menu.

Texas:

- Ctrl# **010000000000** may be used for every EPCS C2 prescription.
- Pharmacists are not required to annotate or print and sign the prescriptions as with handwritten C2 prescriptions.

The image shows two overlapping screenshots of a software dialog box titled "Controlled Substance Info / Rx Serial #".

The top screenshot displays the following fields:

- Rx Serial #: 010000000000
- DPS #: 0

The bottom screenshot displays the following fields:

- Rx Serial #: EEEEEEE
- If the serial number is not available, select one of the following:
- Rx is received by: ELECTRONIC

Both screenshots include "OK" and "Cancel" buttons at the bottom right.



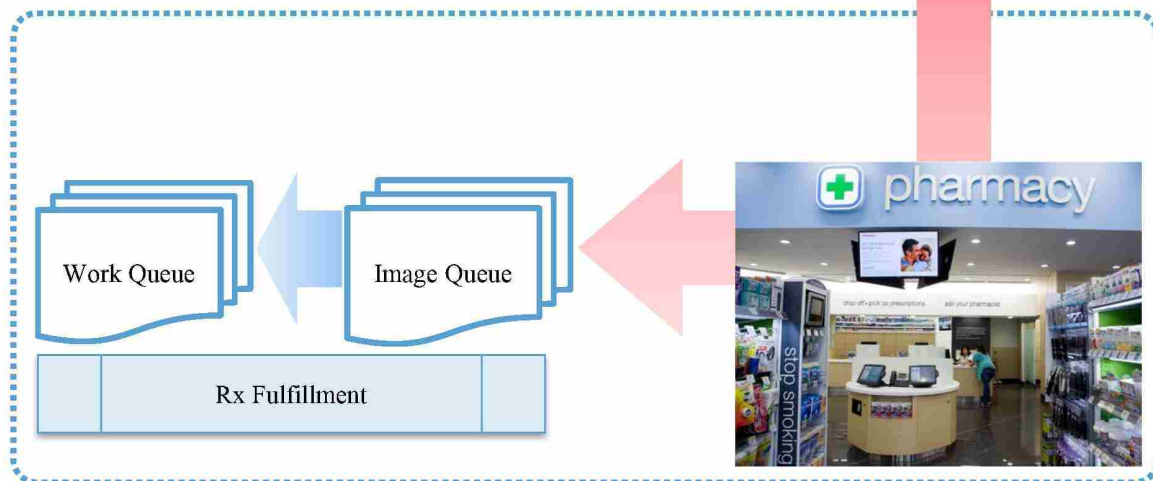
Electronic Prescribing: *A Pharmacist's Point of View*

Jon Arends, PharmD
Director, Electronic Prescribing
February 2015

©2013 Walgreen Co. All rights reserved.

Walgreens
AT THE CORNER OF **HAPPY & HEALTHY™**

High Level NEWRX



10.6 Mockup

Page 1

Key Information to process
the prescription

Patient:

- Name and Demographic Information
- Contact Information

Prescriber:

- Name and Demographic Information
- NPI and DEA Identifiers
- Supervising Prescriber Name and DEA

Prescription:

- Drug Description, Directions
- Quantity and Potency Code
- Days Supply Value
- Last Fill Date
- Substitution
- Notes

eRx		06/01/2012
		DO NOT DISPENSE BEFORE: 06/01/2012
Patient		
JOHN T DOE JR		H: 847-123-4567
01/01/1975		W: 708-123-4567
300 Wilmot Rd. Apt. 5		C: 312-123-4567
Deerfield, IL 60015		
Prescriber		
JANE JETSON MD		Ph: 847-999-9999
123 ELM ST Suite 1249		F: 847-888-8888
Deerfield, IL 60015		
NPI: 1234567890		Supervising Pbr: BARNEY RUBBLE MD
DEA: JJ1123456		Supervising Pbr DEA: AR1234567
Rx		
ZOCOR 40 MG tablets		
TAKE 1 TAB(S) ORALLY ONCE A DAY (AT BEDTIME) DO NOT TAKE IN THE MORNING OR AFTERNOON		
#30 Tablet(s)	30 days supply	Refills before 06/01/2012
Refills: 0		
Dispense as Written Brand Medically Necessary		
Pbr Comments: Patient would like to pick up the medication next day		

Page 1 of 3



10.6 Mockup

eRx

<WrittenDate>

Do Not Dispense Before <EffectiveDate>

Patient

<Patient> <First Name> <Middle Name> <Last Name>

H: <TE> <Number>

<DateOfBirth>

W: <WP> <Number>

<AddressLine1> <AddressLine2>

C: <CP> <Number>

<City>, <State>, <Zip Code>

Prescriber

<Prescriber> <First Name> <Middle Name> <Last Name>

Ph: <TE> <Number>

<AddressLine1>, <AddressLine2>

F: <FX> <Number>

<City>, <State>, <Zip Code>

NPI: <Prescriber> <NPI>

Supervising Pbr: <Supervisor> <First Name> <Last Name> <Suffix>

DEA: <Prescriber> <DEA>

Supervising Pbr DEA: <Supervisor> <DEA>

Rx

<DrugDescription>

<Directions>

<Quantity> <PotencyUnitCode>

<Value> <Days Supply>

Refills Before <LastFillDate>

Refills: <Value>

<Substitutions>

<Note>



10.6 Mockup

Page 2

Additional Information about the prescriber(s)

Prescriber:

- Additional Prescriber IDs, Clinic and Specialty
- Agent
- Additional Phone Numbers

Supervising Prescriber:

- Address, Phone Number,
- 3 prescriber IDs max
- Phone

Primary and Secondary Diagnosis Codes

Message Routing Information

Prescriber Info Cont'd – JANE JETSON

Medicaid 09876
Medicare 1294534
Specialty: Allopathic & Osteopathic Physician
Clinic: Jetson Family Medical Center
Pbr Agent: FRED FLINTSTONE

Cell: 847-888-8888
Pager: 847-888-8888

Supervising Pbr Info Cont'd – BARNEY RUBBLE

222 Main St
Deerfield, IL 60015
NPI 1234567890
Medicare 1234567
Medicaid 123456789

Phone: 847-888-8888

Diagnosis Codes

Primary: ICD9 687.2

Secondary: ICD10 999.9

eRx sent to: Store 59401 NABP 5000001
Duane Reade
60 Colver Ave Groton, NY 63402
SureScripts Message ID# 3c0d70327a244a1aa3b625873b731639
Prescriber Order# AAD-888517K52272135WYK4L44455YFF59K

Page 2 of 3



10.6 Mockup

Page 3

Patient Insurance Information

COO Segment

- Automated Entry

Manual Display

- Prior Authorization Number
- Relationship to Cardholder
- Plan Information

Prior Auth: 123456789
Relationship to Cardholder: Member

Patient Third Party Plan Information

Plan Name: Blue Cross/Blue Shield of Illinois
BIN: 011552
PCN: WWWWWW
Recipient ID: 123456
Cardholder: John Doe

Plan Name: PAID
BIN: 22334455
PCN: WWWWWW
Recipient ID: 1234567890123456789
Group: X09999901
Cardholder: John Doe

Plan Name: Illinois Medicaid
BIN: 9999999987
PCN: WWWWWW
Recipient ID: 22222222
Group: ILMED555555
Cardholder: John Doe

Page 3 of 3



Patient and Prescription Matching

Dashboard indicates when a new eRx is in the image queue.

- Common workflow step for eRx and all other prescriptions
- When an eRx is the highest priority item:
 - Patient and prescription matching window is displayed to user.

Image DISPLAYING IMAGE 1 OF 1

eRx 04/15/2014
DO NOT DISPENSE BEFORE: 11/28/2013

Patient:
NOTONE X TONE H: 630-750-2323
01/01/1901 Gender: M W: 847-323-1999
300 Wilmot RD C: 708-301-4456
DEERFIELD, IL 60015

Prescriber:
CURTIS LARSON MR Ph: 503-640-1614
232 SE 7TH AVE Apartment 123 F: 503-681-0925
HILLSBORO, OR 97123-4133 Supervising Pbr: GREEN ALLEN DSE
NPI: 1659371540
DEA: BL4085468

Rx:
Simvastatin 80 mg tablet
TAKE 1 TABLET ORALLY ONCE A DAY (AT BEDTIME)
#30 Tablet(s) Refills before 11/28/2013
Refills: 4
Dispense as Written Brand Medically Necessary
Patient would like to pick up the medication next day

Search By

Phone: (847) 323-1999 Birthdate: 01/01/1901

Name: NOTONE [X]
TONE

Rx #: [] []

Patient Search Exc Queue Search

Central Patient Multi-Hit

The following patients match the search criteria.
Please select one:

	Name	Address	City	Phone	Birthdate	Sex
1	NOTONE, TONE	300 WILMOT RD	DEERFIELD	(847) 323-1999	01/01/1901	F

Register Select Cancel

Row 1 of 1



Order Entry – Drug

User is taken to Order Entry Window

Drug Selection occurs first step in transcription process

- Using information from the mockup, user enters search criteria to generate multi-hit window

The screenshot displays a medical software interface for entering a prescription. The main window is divided into several sections:

- Image:** Contains patient and prescriber information. Patient: NOTONE X TONE, 01/01/1901, Gender: M, 300 Wilmot RD, DEERFIELD, IL 60015. Prescriber: CURTIS LARSON MR, 232 SE 7TH AVE Apartment 123, HILLSBORO, OR 97123-4133. NPI: 1650371540, DEA: BL4085468. Supervising Pbr: GREEN ALLEN DSE.
- Prescription Information:** Date: 06/03/2010. Drug ID: SIMVASTATIN. Manufacturer: (blank). Drug Expir: (blank). DAW: . Substitute: . Quantity: (blank). Qty Disp: (blank). Qty Rem: (blank). Directions: (blank). Days Supply: (blank). Refills: (blank). Refills Before: (blank). Phone: (blank). Pbr ID: (blank). State: (blank). Prescriber: (blank).
- Drug Multi-Hit - Store #59399 All Matches:** A table listing search results for Simvastatin.

Drug Name	Total Pkg Qty	Manufacturer	WHSE	NDC
SIMVASTATIN 10MG TABLETS	1000	LUPIN	PREFERRED	68180-0478-03
SIMVASTATIN 20MG TABLETS	1000	LUPIN	PREFERRED	68180-0479-03
SIMVASTATIN 40MG TABLETS	1000	LUPIN	PREFERRED	68180-0480-03
SIMVASTATIN 5MG TABLETS	90	LUPIN	PREFERRED	68180-0482-09
SIMVASTATIN 80MG TABLETS	1000	LUPIN	PREFERRED	68180-0481-03

Buttons: Select, Cancel. Row 1 of 5.



Order Entry – Prescriber Selection

Next Workflow Step:

- Pbr search automatically initiated using SPI.

Image

04/15/2014

eRx DO NOT DISPENSE BEFORE: 11/28/2013

Patient

NOTONE X TONE H: 530-750-2323
 01/01/1901 Gender: M W: 847-323-1999
 300 Wilmet RD C: 708-301-4456
 DEERFIELD, IL 60015

Prescriber

CURTIS LARSON MR Ph: 503-640-1614
 232 SE 7TH AVE Apartment 123 F: 503-681-0925
 HILLSBORO, OR 97123-4133
 NPI: 1659371540 Supervising Pbr: GREEN ALLEN DSE
 DEA: BL4085468

Rx

Simvastatin 80 mg tablet
TAKE 1 TABLET ORALLY ONCE A DAY (AT BEDTIME)
#30 Tablet(s) Refills before 11/28/2013
Refills: 4
 Dispense as Written Brand Medically Necessary
 Patient would like to pick up the medication next day

Prescription Information

Date:

Drug ID:

Manufacturer: Orange Book:

Drug Expir: DAW: Substitute:

Quantity: Qty Disp: Qty Rem:

Directions:

Days Supply: Refills: Refills Before:

Prescriber Multi-Hit

Name	Phone	DEA #	NPI #	Address
LARSON, CURTIS	(503) 640-1614	BL4085468	1659371540	232 SE 7TH AVE
LARSON, CURTIS	(503) 640-1614	BL4085468	1659371540	1841 W GOLF RD
LARSON, CURTIS	(503) 640-1614	BL4085468	1659371540	232 SE 7TH AVE

Row 1 of 3



Questions?



eRx Overview

Proprietary & Confidential, Property of Walgreen Co.

Walgreens

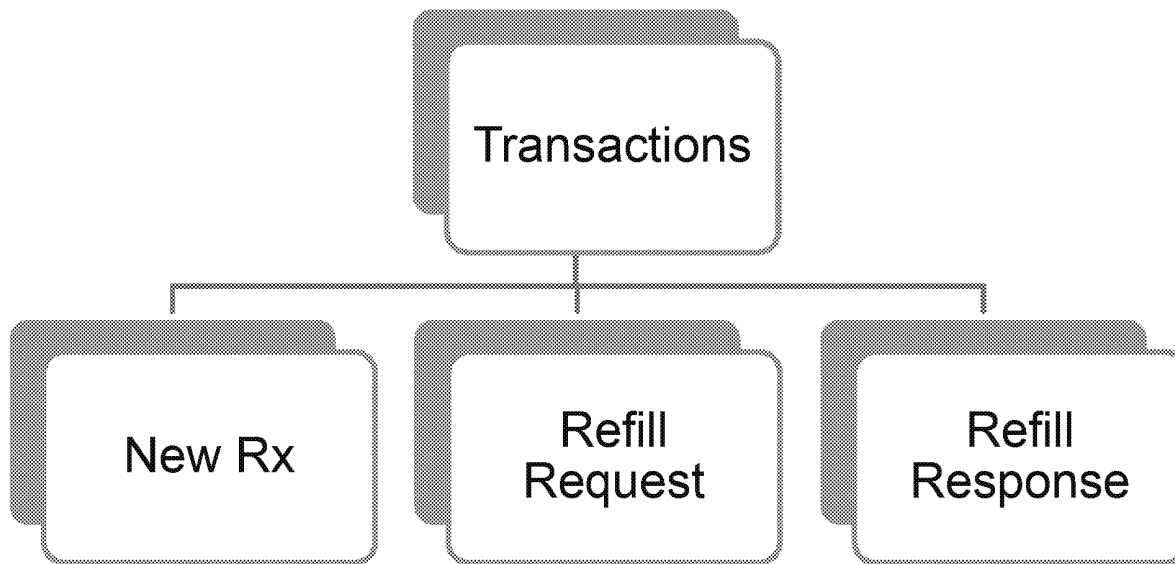


General eRx Background

- E-Prescribing or eRx is the ability for a prescriber to electronically submit prescriptions to a pharmacy on behalf of the patient and for the pharmacy to request refills electronically.
- Surescripts is the data intermediary that both prescribers and pharmacies use to send eRx's and electronic refill (pre-scribe) requests and responses to each other.
- Walgreens eRx platform transmits inbound eRx traffic to our stores, and transmits outbound Refill requests to Surescripts.
- Electronic traffic is transmitted within 1-2 seconds typically.



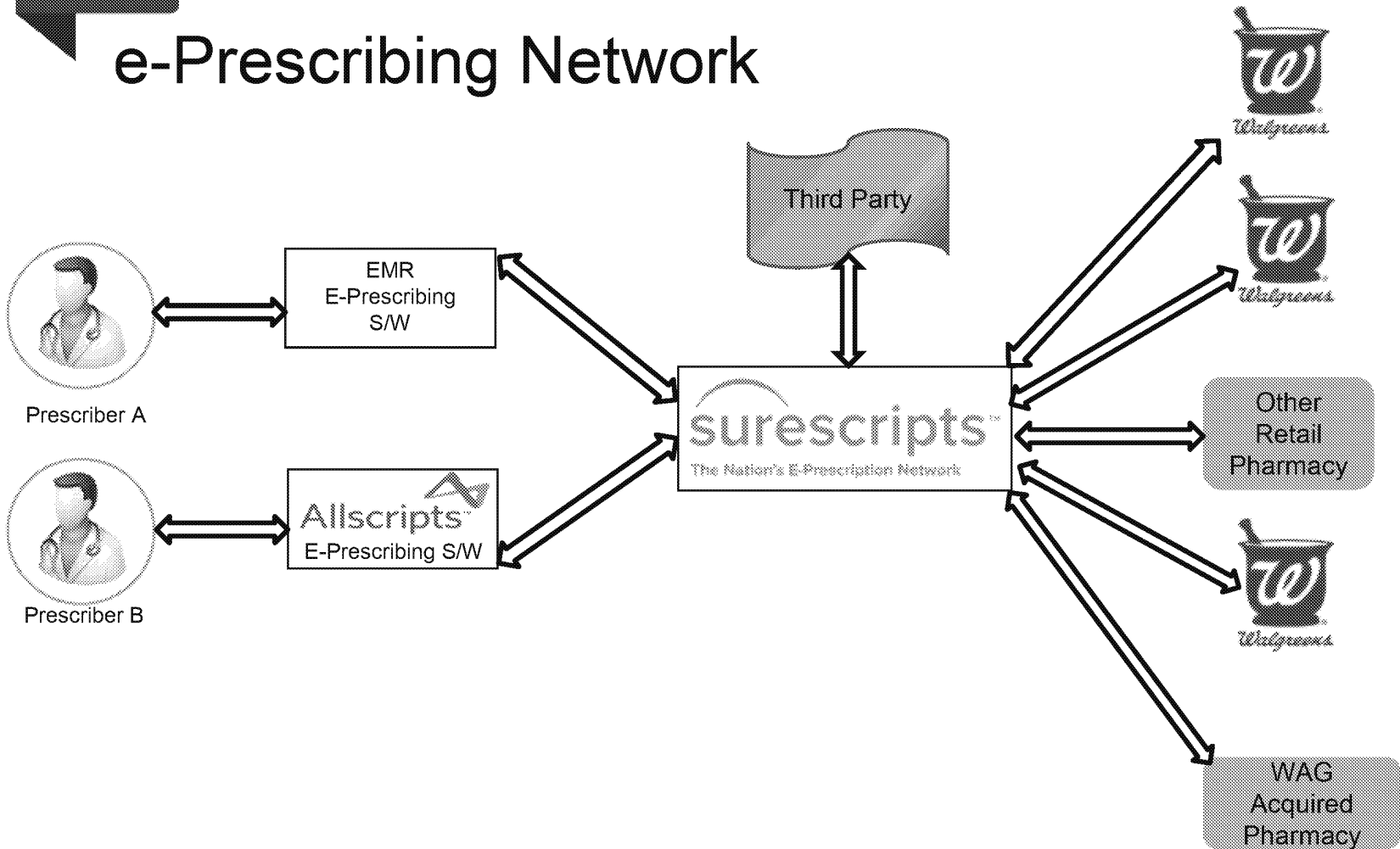
Supported Transactions



Proprietary & Confidential, Property of Walgreen Co.



e-Prescribing Network

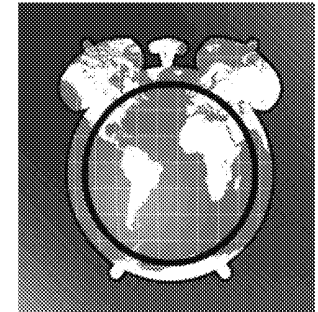


Proprietary & Confidential, Property of Walgreen Co.



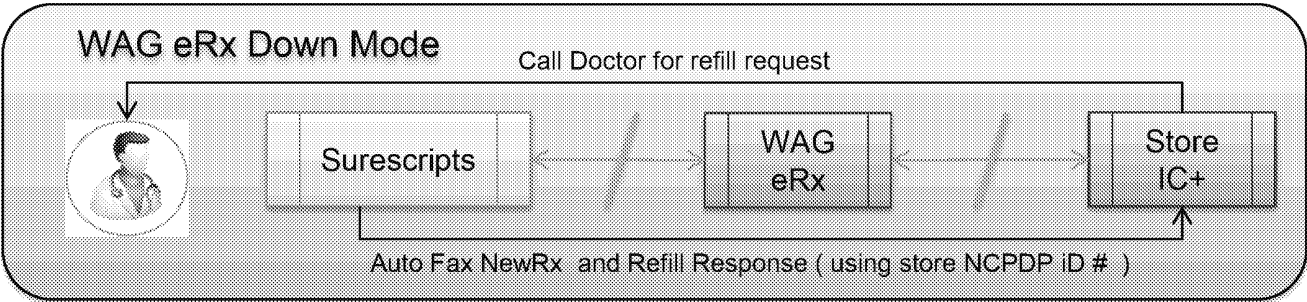
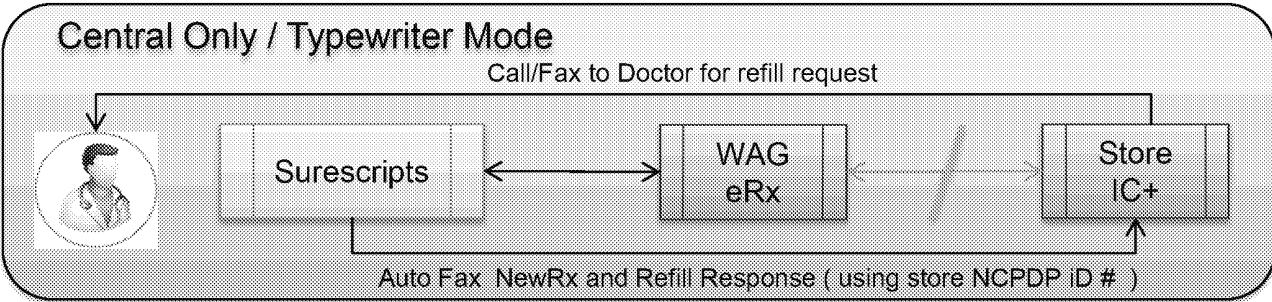
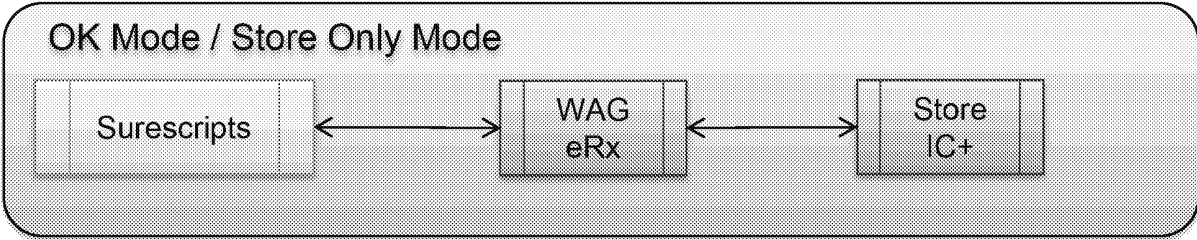
eRx Promise Times

Health Care Clinic eRx	• 15 minutes
All Other eRx	• 90 minutes





eRx system flows



Proprietary & Confidential, Property of Walgreen Co.



Processing eRx (Pre-scribe) New Rx

Proprietary & Confidential, Property of Walgreen Co.

Walgreens



Where can I find the eRx in IC+?

All eRxs reside in the same location in IC+ but there are several ways to access the transaction for processing.

- F1 Queue: most common way to access a new eRx.
- EIV Window: The Electronic Image Viewer window (Shift-F1).
- EIPI Window: The Electronic Image Patient Inquiry window.
- Message Queue: The new eRx is there only when a patient was not associated with the transaction.



Processing a New eRx

- In order to make sure we send eRx refill requests, it is imperative that during data entry for a new eRx the prescriber profile selected is an eRx profile
- Upon data entry of the original prescription, the prescriber multi-hit allows insight into which prescriber profiles contain the eRx information

tesa02 - Update Rx - 1/22/2015 4:07 PM
F1 5 F4 2 CMD 0 TFR 4 PFL 0 MSC 1
FAT 0 CAC 0
PER 0 CSM 0
FILL 62 REV 0 WCB 14 DUR 0 OOS 43 STATS

Application Patient Options Scan Details Utilities Window

Florida Georgia 12/21/99 15 400 Wilnot Rd (847) 964-7288

Image
08/12/2015
eRx
Patient:
FLORIDA GEORGIA Gender: M
12/21/1999
ADDRESS: 400 WILNOT RD
ANTIOCH, IL 60002
Ph: 847-964-7288
Prescriber:
FRED DICKERSON Ph: 617-582-7800
44 BIRNEY ST Apartment 129 P: 451-773-2153
ROSLYN, MA 02115 8015
NPI: 1215977311 Supervising For: GREEN ALLEN DSE
DEA: M70721616
Rx:
HYDROCORTISONE 1% OINTMEN
1 PUFF IN EACH NOSTRIL TWICE A DAY NASALLY 90 DAYS
#10 Tablet(s) 15 days supply Refills before 08/12/2016
Refills: 3
Substitution Allowed

Prescription Information
Rx # 63203 59139 Last Refill: 05/12/2015
Date 08/12/2015
Drug ID HYDROCORTISONE 1% OINTMENT 28.35GM
Manufacturer: FDUIGERA Orange Book AT
Drug Expir: 08/11/2016 DAW: N Substitute:
Quantity: 28.35 Qty Disp: 28.35 Qty Rem: 65.05
Directions: USE 1 SPRAY IN EACH NOSTRIL 2 TIMES A DAY FOR 90 DAYS
Days Supply: 7 Refills: 3 Refills Before: 08/15/2015
Def Phone: (847) 825-8947 Pbr ID: Sun:
Prescriber:

Prescriber Multi-Hit

Name	Phone	DEA #	NPI #	Address
BUSHIN, JR	(847) 825-8847	FB4072069	1710120779	350 S NORTHWEST HWY
DICKERSON, FRED S	(847) 825-8847	FD1020693	1295952810	350 S NORTHWEST HWY
GRABIN, ANN	(847) 825-8847	AG7204333	1962487496	350 S NORTHWEST HWY
LABAR, JOHN	(847) 825-8847	AU3893899	1609851146	350 S NORTHWEST HWY # 112
WEST, A	(847) 825-8847	AU4020402	1609851146	350 S NORTHWEST HWY # 112

Register... Info... Comments... Search... Select... Cancel

Row 7 of 10 Pbr Loc/Gen Comments: PRESS 2] ERX]

Proprietary & Confidential, Property of Walgreen Co.

9



eRx Prescriber Profile Information

- A prescriber is defined as eRx enabled in IC+ when their profile contains all the information necessary to send a refill request electronically to Surescripts.
- When prescribers have multiple profiles in IC+, you may notice that some of the profiles have the eRx information and some do not.
- Sometimes prescribers have multiple locations and not all locations use an eRx system.
- Sometimes prescribers may have multiple profiles in IC+ for the same location - some of which may contain the eRx information and some may not.
 - When this occurs prescribers often complain to pharmacies that they are faxing when they should be sending via eRx.



Processing eRx (Pre-scribe) Refill Requests

Proprietary & Confidential, Property of Walgreen Co.

Walgreens



Prescriber Profile – Refill Enabled

- In order for a refill request to be sent electronically through Surescripts to the prescriber, the prescriber profile originally selected must be an eRx prescriber profile.
- Prescriber profiles that contain all the necessary eRx information will have the refill request sent electronically (Pre-scribe):
 1. eRx Indicator is set to Y
 2. “eRx” is listed in the comments field
 3. “Pre-Scribe” is listed in the Contact By column
 4. When the refill is sent, “Awaiting Reply” is listed in the Pre-Scribe Reply column of the Exception Queue



Exception Queue – Refill sent electronically

TeamRx - [Exception Queue - As Of 4:04 PM]

Application Patient Options Details Utilities Window

SEARCH BY
 Enter one of the following:
 Prescriber Last Name: Exc. Type: Rx #: 300572
 Patient Last Name: Patient Phone: Search

Exceptions

Rx #	Patient	Last Refill	Patient Phone	Exp. Date	Pre-Scribe Right	Pending Added
300572	RTS_FOR	12/19/13	(647) 527-4786	01/01/1993	AWAITING REPLY	

Row 1 of 1 Would you like to enroll in Balance Rewards? [RXD] [NOV] [OK] 4:07 PM

TeamRx - [Exception Queue - As Of 4:26 PM]

Application Patient Options Details Utilities Window

SEARCH BY
 Enter one of the following:
 Prescriber Last Name: Exc. Type: Rx #: 300572
 Patient Last Name: Patient Phone: Search

Exceptions

Rx #	Patient	Qty Disp	Pick-Up Time	Status	In Stock	Contact By	Time Exc Crea
300572	RTS_FOR		01/12/2013 12:02 AM	ENTERED		PRE-SCRIBE	12/19/13 02:55

Row 1 of 1 Would you like to enroll in Balance Rewards? [RXD] [NOV] [OK] 4:26 PM

Proprietary & Confidential, Property of Walgreen Co.



eRx Refill Processing

- For prescriptions that have zero refills: the refill request will automatically go out via eRx when the prescriber profile associated with the prescription has eRx refill capability.
- When processing a prescription with zero refills, if the prescriber profile associated with the prescription is not eRx refill enabled, you cannot update the WCB to send a refill request out electronically.
- The only way to reprocess a transaction already in the exception queue, listed as contact by fax or phone, is to delete the WCB and reprocess by doing a copy/create and transmit electronically by selecting a eRx refill enabled prescriber.



eRx Refill Processing Cont.

- For each prescription, an eRx Refill Request can be sent **ONE TIME ONLY!**
- If prescriber does not respond within **48 BUSINESS HOURS**, the pharmacy should follow up with the prescriber by phone or fax.
 - ***Please use extreme discretion if having to call or fax before this 48 hour window, it is very disruptive to eRx prescriber workflows
- In R69 Faxed second refill requests will be blocked for 48 hours after the initial refill was submitted electronically.



Prescriber Complaints of not sending refills via eRx

- If a prescriber is complaining that they did not receive a refill request via eRx, double check the WCB contact by column. If the contact by column does not say prescribe, try to delete the rx and reprocess using copy/create to reselect using an eRx refill enabled prescriber.
- To prevent the issue from continuing please open a ticket to the Help Center/Service Desk to get all the prescriber profiles for that location corrected to contain the eRx information.
 - StoreNet > Fix > Service Desk > Pharmacy > E-RX (Prescribe) -> General E-Rx Issues/Concerns -> Doctor's Electronic Rx Prescribe Number Needs Updating



Electronic Prescribing of Controlled Substances (EPCS)

Proprietary & Confidential, Property of Walgreen Co.

Walgreens



Controlled Substances Can Be Prescribed Electronically

Where can I find additional information on EPCS?

StoreNet >> Intercom Plus >> E-Rx (Pre-Scribe) User Guide >> Electronic Prescribing of Controlled Substances (EPCS) in left navigation menu



Questions ?

For additional questions or concerns regarding the processing of eRx's

Please contact
erxoperations@walgreens.com

Proprietary & Confidential, Property of Walgreen Co.

19



Transforming the Digital Health Experience to Drive Engagement

Presenter Name and Subtopic
Date

©2016 Walgreen Co. All rights reserved.
Confidential and proprietary information.

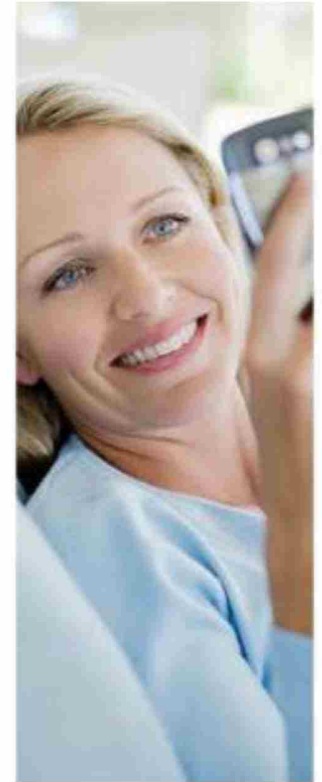
Member of Walgreens Boots Alliance

A digital health ecosystem that enhances and builds upon a solid foundation of face-to-face customer care



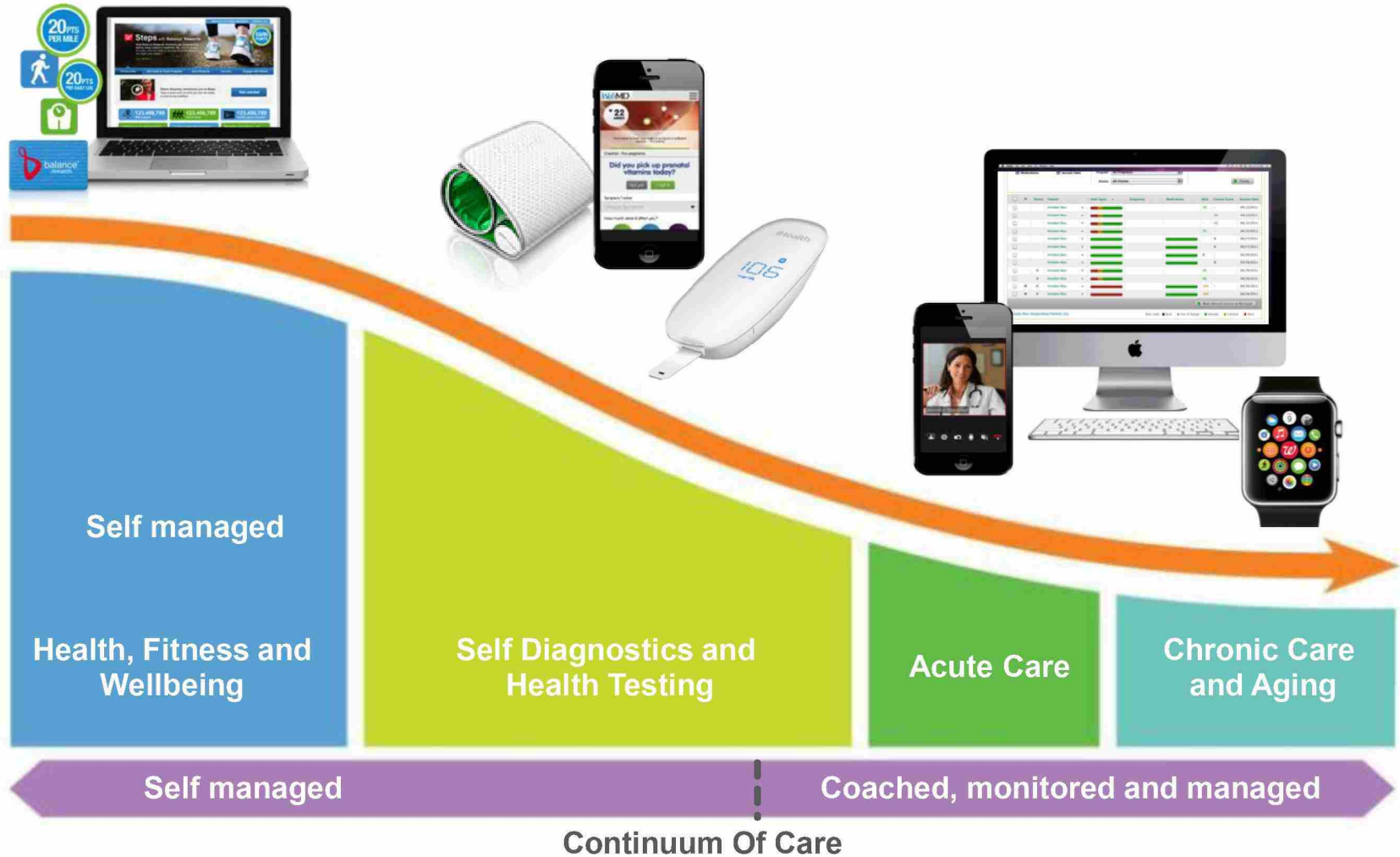
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Home and virtual reach enables hundreds of interactions per customer, per year



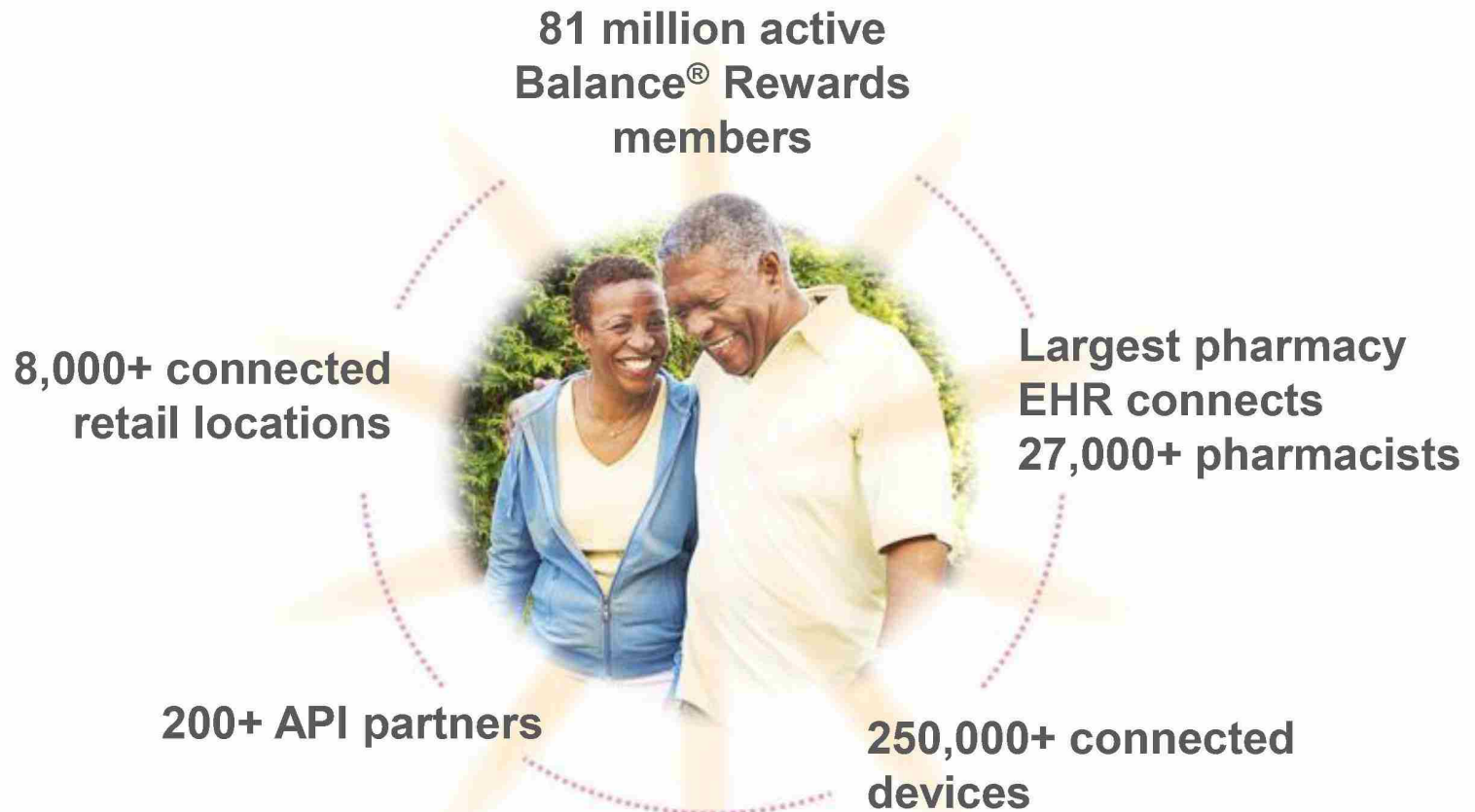
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Aligning digital health connections with the continuum of healthcare



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

A digital ecosystem built on connectivity and convenience



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Industry-leading access and connectivity to help you achieve your population health management goals

Improving adherence

Engaging members

Rewarding healthy choices

Integrating with your programs



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Improving adherence with digital tools and easy access

State-of-the-art digital tools help make it easy to stay on medication therapy

Refill by Scan

The fastest way to refill



Transfer by Scan

No-hassle Rx switch



Pill Reminder

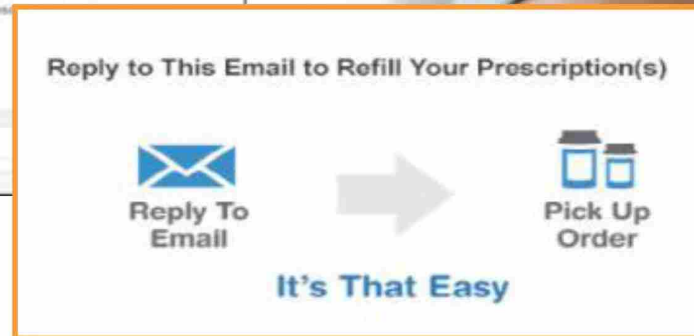
Quick and easy



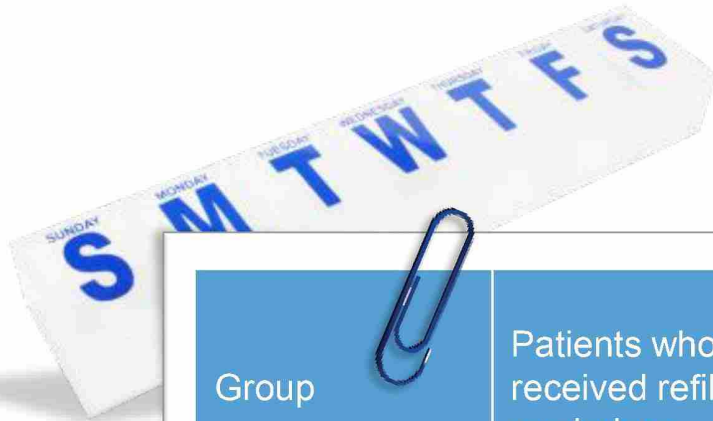
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Refill reminders keep medication adherence top of mind

- Delivered via text or email
- A simple reply starts the refill process
- Make it easy to select pickup location and time



Email refill reminders improve adherence and persistence



Group	Patients who received refill reminders	Patients who did not receive refill reminders	Difference	P-value
Adherence (PDC)	51.15%	48.56%	2.59%	<.001
Persistence (Days)	236.01	228.11	7.90	<.001

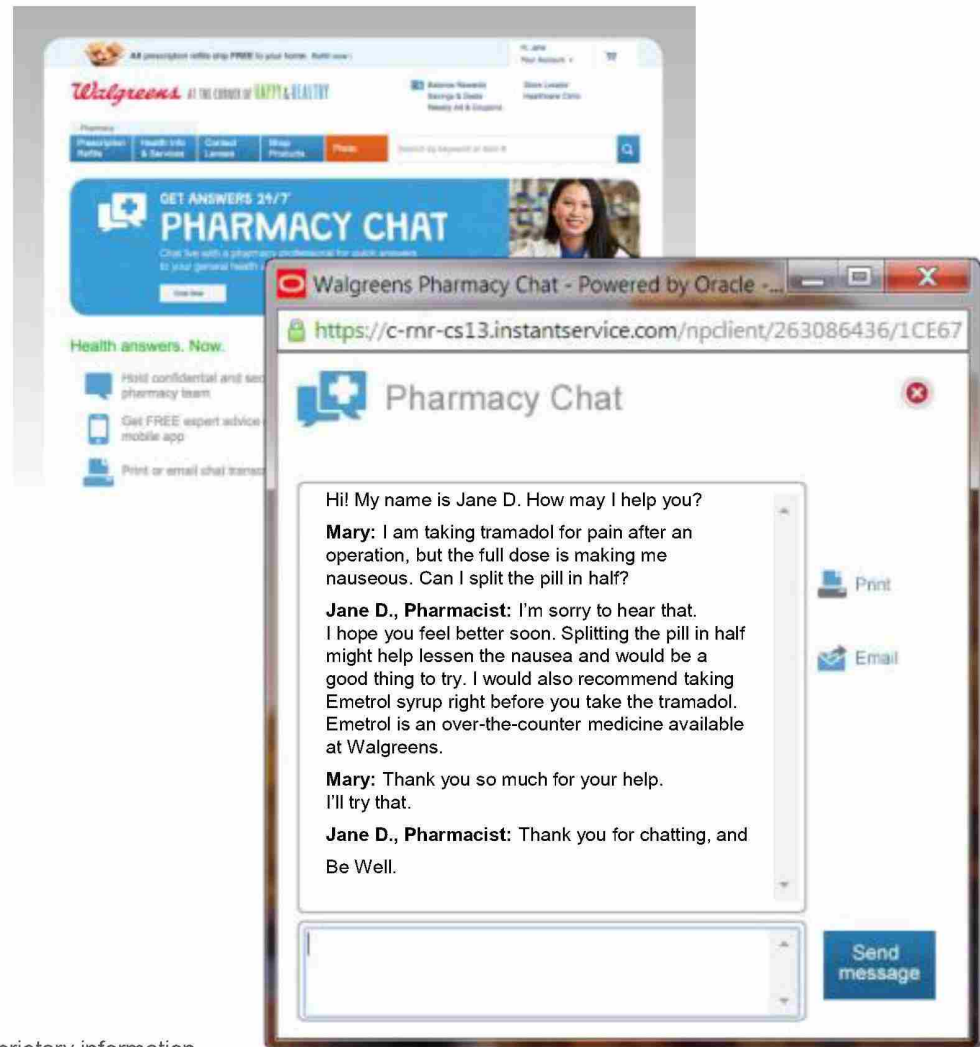
Source: Taitel M, Mu Y, Lou Y, Cannon A. Impact of Email Refill Reminders on Medication Adherence Among Patients with Chronic Diseases in a Retail Community Pharmacy. Poster presentation at Ispor 20th Annual International Meeting. May 20, 2015. Philadelphia, PA



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Pharmacy Chat helps remove obstacles to adherence

- Pharmacy Chat available through Mobile App or Walgreens.com
- Gives members easy, 24/7 access to pharmacy professionals when they have questions about medications



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Easy scheduling and prescription management

- Digital scheduling for Healthcare Clinic and immunizations so customers can choose a time that fits their schedules
- Family prescription management tool means information is always within reach

Healthcare Clinic (1 upcoming) Menu

Map showing location at 15 N Buffalo Grove Rd., Buffalo Grove IL 60089.

Friday June 1, 4pm

Blood Glucose Test
15 N Buffalo Grove Rd., Buffalo Grove IL 60089

Edit Appointment

All Healthcare Clinic Services

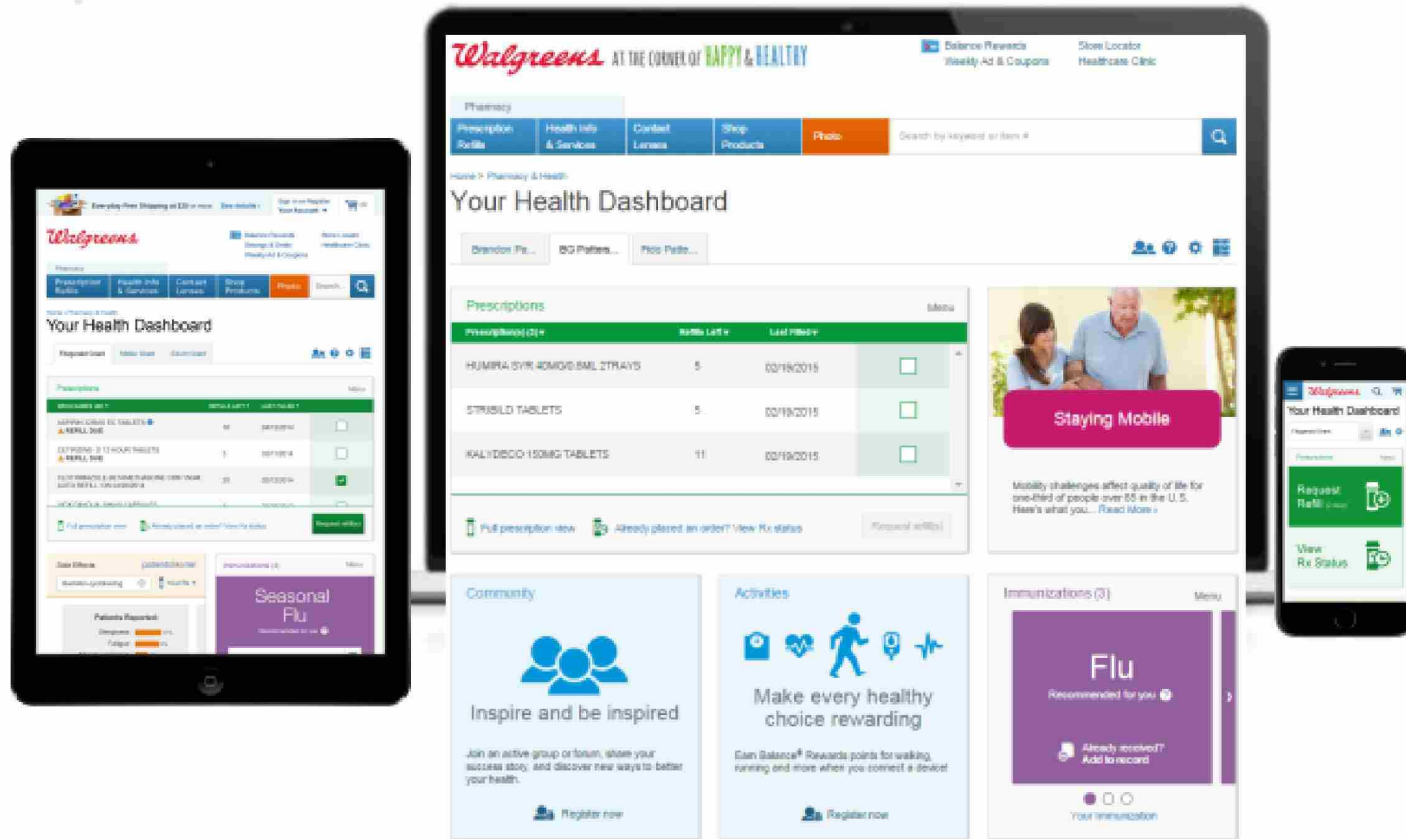
Prescriptions Menu

DRUG NAMES (#)	REFILLS LEFT	LAST FILLED	
ASPIRIN 325MG EC TABLETS ▲ REFILL DUE	16	04/12/2014	<input type="checkbox"/>
CETIRIZINE- D 12 HOUR TABLETS ▲ REFILL DUE	3	03/11/2014	<input type="checkbox"/>
CLOTRIMAZOLE-BETAMETHASONE CRM 15GM... AUTO REFILL: ON 04/20/2014	20	02/12/2014	<input checked="" type="checkbox"/>
WICK DAVOUIL SINUS CAPSULES			<input type="checkbox"/>

[Full prescription view](#) [Check Rx Status](#) [Request refill](#)

Engaging members with accessible health information

A personalized, adaptable health dashboard accessible across multiple platforms



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Easy access to prescription history, including specialty medications

- Specialty medications allow for a more complete prescription history
- Can add prescriptions for family members
- Printable for doctor visits or for caregiver

The screenshot displays the Walgreens website's 'Your Health Dashboard'. At the top, the Walgreens logo is followed by the tagline 'AT THE CORNER OF HAPPY & HEALTHY'. Navigation links include 'Balance Rewards', 'Weekly Ad & Coupons', 'Store Locator', and 'Healthcare Clinic'. Below the navigation bar, there are tabs for 'Pharmacy', 'Prescription Refills', 'Health Info & Services', 'Contact Lenses', 'Shop Products', and 'Photo'. A search bar is located to the right of these tabs. The main content area is titled 'Your Health Dashboard' and shows a user profile for 'Brandon Pa...', 'BG Patters...', and 'Fido Patte...'. A table titled 'Prescriptions' lists the following items:

Prescription(s) (Q)▼	Refills Left▼	Last Filled▼	Menu
HUMIRA SYR 40MG/0.8ML 2TRAYS	5	02/19/2015	<input type="checkbox"/>
STRIBILD TABLETS	5	02/19/2015	<input type="checkbox"/>
KALYDECO 150MG TABLETS	11	02/19/2015	<input type="checkbox"/>

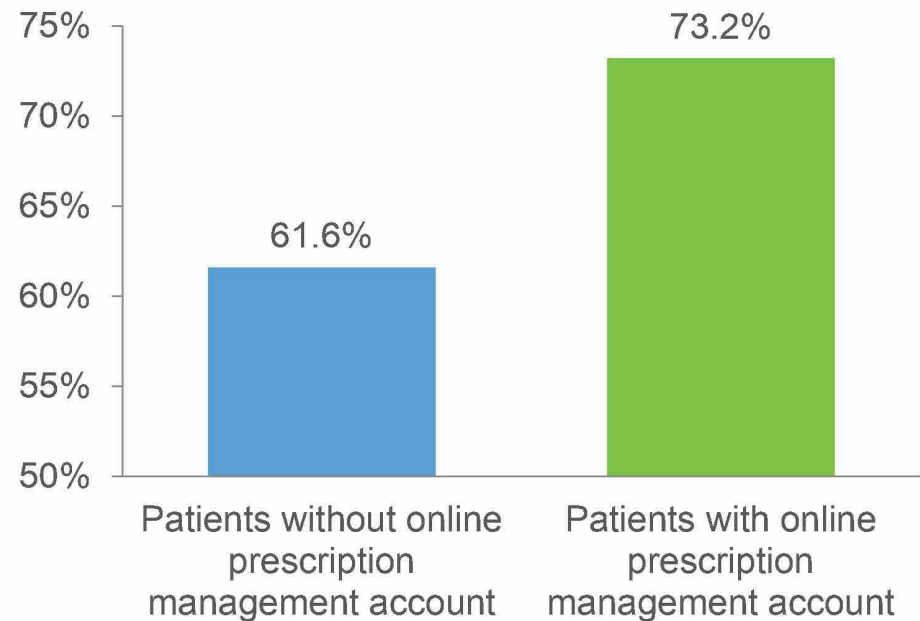
Below the table, there are links for 'Full prescription view', 'Already placed an order? View Rx status', and 'Request refill(s)'. To the right of the dashboard is a promotional banner for 'Staying Mobile' with the text: 'Mobility challenges affect quality of life for one-third of people over 65 in the U.S. Here's what you... Read More >'.



Proven benefits of online access to health information

- Patients who had an online account had a significantly higher adherence¹
- Also, the percentage of online account patients with adherence >80% was higher overall, nearly 13% higher than those without an online management account¹.

Adherence rates of patients with and without an online management account*



*Adherence measured as proportion of days covered (PDC)

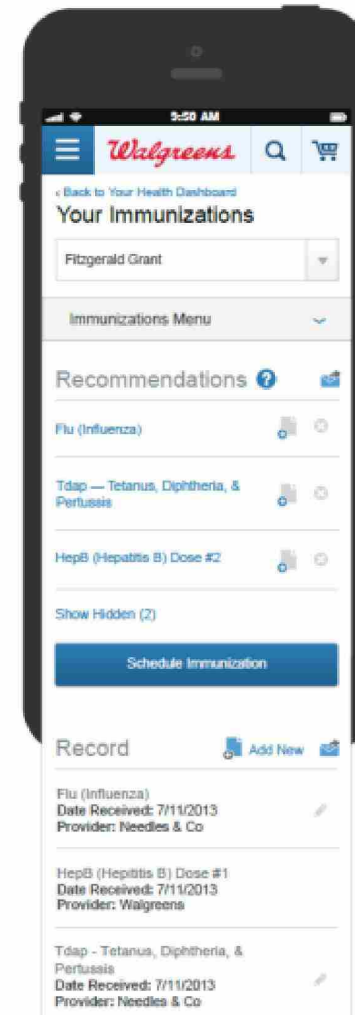
1. Hou JG, Murphy P, Tang AW, Khandelwal N, Duncan I, Pegus C. Impact of an online prescription management account on medication adherence. *Am J Manag Care*. 2012;18(3):e86-e90



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Immunization information all in one place

- Shows immunizations received and even gives recommendations based on patient data
- Will interface with the scheduling tool to make it easier to get a recommended immunization



WebMD information for an enhanced experience

- WebMD is the leading provider of health information services
- Walgreens Web customers will have easy access to WebMD info
- Topics include:
 - Allergy
 - Emotional help
 - Fitness
 - Healthy aging
 - Healthy eating
 - Heart health
 - Skin care
 - Much more



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

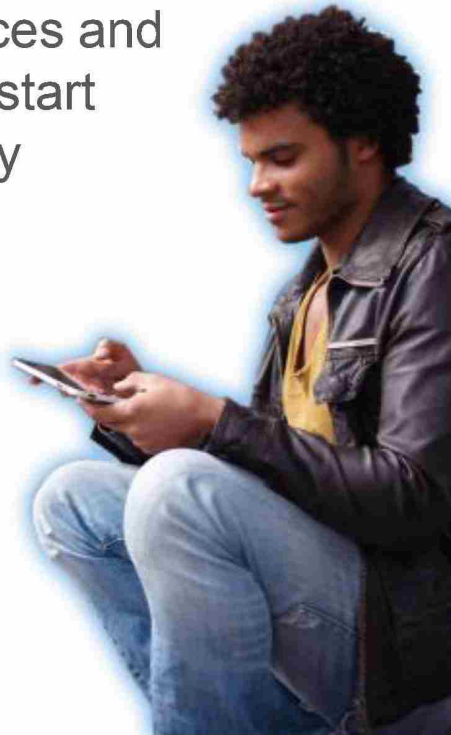
Your Digital Health Advisor helps with goal achievement

- Powered by WebMD
- Customized goals and action plans that support lasting lifestyle changes
- Interactive programs that can help with:
 - Emotional health
 - Exercise
 - Nutrition
 - Smoking cessation
 - Weight management
- Participants will earn Balance[®] Rewards points for making progress




Pharmacy Chat team trained to coach members to engage in healthier lifestyle choices

- Pharmacy Chat team trained in health coaching using a leading “small steps” method
- Participants are given support resources and encouraged to start slow and steady
- Helps with:
 - Fitness
 - Nutrition
 - Smoking cessation
 - Weight management



Walgreens Pharmacy Chat - Powered by Oracle ...

<https://c-rnr-cs13.instant-service.com/npclient/263086436/1CE67>

 Pharmacy Chat

Hi! My name is Mary S., Pharmacist. How may I help you?

Tom: Are there any medications that can help me quit smoking?

Mary S., Pharmacist: Congratulations on your decision to make healthy choices. Walgreens has a wide range of nicotine replacement products over the counter from patches to gum. There are also inhalers, which are prescription items.

Tom: Any other information that would be helpful for me?

Mary S. Pharmacist: There are Government Quit Lines available to help with individual coaching and medication help at: <http://smokefree.gov/talk-to-an-expert>. or you can call 1-800-784-8669.

Tom: Any other advice?

Mary S., Pharmacist: In the beginning it will be difficult so start slow and small and try to solidify a good habit. This will form a good foundation for additional progress. Do not be discouraged by initial failures or hiccups, this is expected. I wish you much success on making healthy choices.

Print

Email



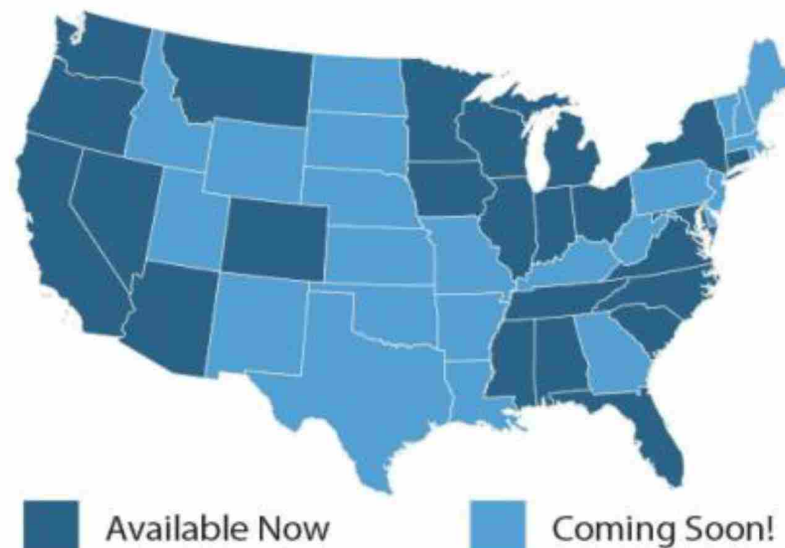
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

20

Virtual doctor consultations provide valuable options

After Pharmacy Chat, the “next generation” in virtual healthcare

- Virtual doctor consultation via partnership with MDLIVE
 - Walgreens website customers will have access to U.S. board-certified doctors through our Mobile App in more than 20 states
 - 64% of Americans are willing to see a doctor via video telehealth¹



1. Harris Poll survey



“Patients Like Me” uses the power of crowdsourcing to enable patient engagement

- External content provider offers insights provided by actual patients
- Makes it easy for people to compare treatments, symptoms and experiences
- Patients Like Me has:
 - 300,000 members
 - 2,300+ health conditions
 - 50+ published research studies
 - 25 million disease data points

The screenshot shows the Patients Like Me website interface. At the top, it says "Side Effects" and "patientslikeme". Below that, it says "View side effects reported by patients like you". There is a search bar with the text "Search medications & treatments". Below the search bar, it says "Available results for your Walgreens Rx" and lists three medications: "PROZAC 20MG CAPSULES", "LISINOPRIL 10MG TABLETS", and "IBUPROFEN 800MG TABLETS".



Driving better health by rewarding healthy choices

Balance Rewards for healthy choices[®] program

Points act as incentives for setting goals, completing daily activities that help toward goals and achieving goals.



Set a healthy goal
250 points/set goal



Walk, run or cycle
20 points/mile



Test blood pressure
20 points/daily log



Achieve a healthy goal
250 points/set goal



Exercise activities
20 points/daily log



Monitor blood glucose
20 points/daily log



Link an app or device
250 points/device or app



Weigh-ins
20 points/daily log



Quit tobacco with NRT
20 points/daily log

Points may be limited per the terms and conditions of the program. Information provided to Walgreens online is covered by the terms of our Online Privacy and Security Policy and the terms and conditions of Balance[®] Rewards. Personally identifiable information is not covered under HIPAA or the Walgreens Notice of Privacy Practices. For full program terms and conditions, visit Walgreens.com/healthychoices.



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

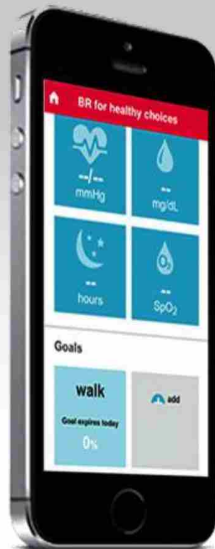
Built on small-step methodology

- Based on a program developed by a leader in behavior change methodology
- Large goals are achievable by starting with small steps
- Points build up through routine healthy activities



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Seeing healthy engagement



800,000
active users

1.5 million
goals set

73 million
miles
logged

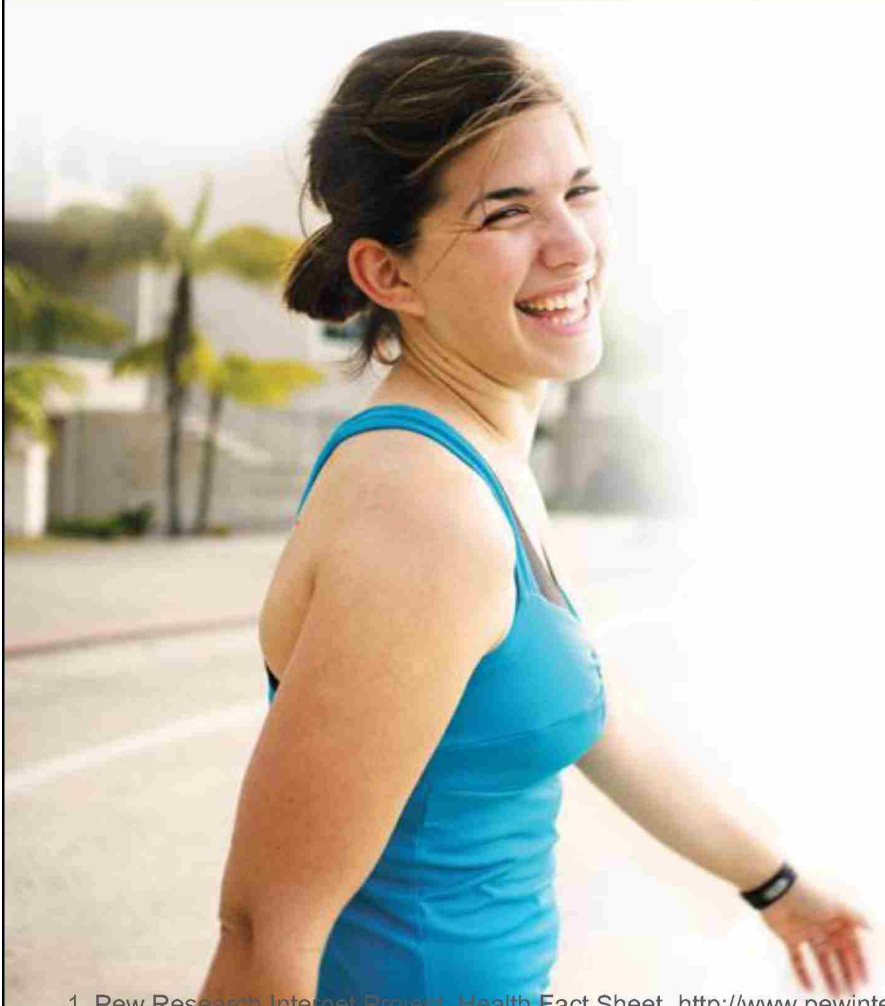
250,000
connected
devices

1.9 billion
points
awarded



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Capitalizing on digital health tracking trend



- 21% of Americans use some form of technology to track their health data¹
- We're compatible with their favorites
- Members have connected more than 250,000 devices
- And more

Walgreens Activity Trackers



1. Pew Research Internet Project, Health Fact Sheet. <http://www.pewinternet.org/fact-sheets/health-fact-sheet/>. Accessed December 30, 2014.



Participants are achieving weight goals

During a six-month study of 6,196 participants who tracked their weight through Balance Rewards for healthy choices™:



All participants
lost an
average of
3.3 lb.



27% of
participants
lost more than
6 lb.

Walgreens data on file.



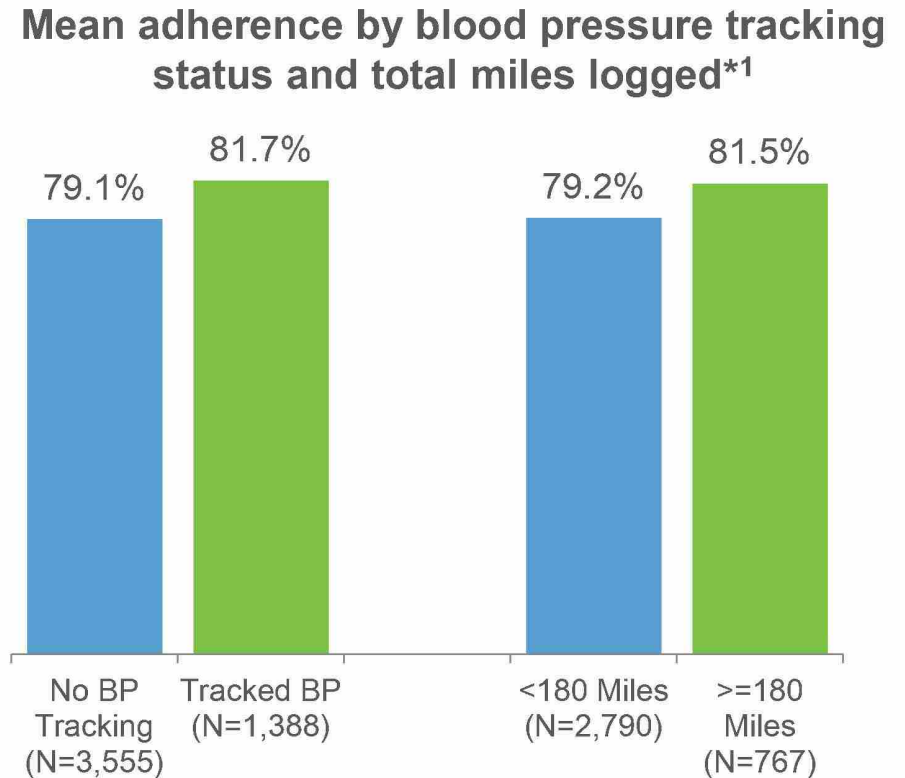
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.



WAGMDL00987166

Greater medication adherence for members who tracked healthy behaviors—high blood pressure

- Significantly greater[†] medication adherence was noted in participants who:
 - Tracked their blood pressure
 - Tracked their activity and logged an average of one mile per day



[†]P < 0.05

*Adherence measured as proportion of days covered (PDC)

1. Taitel M, Jiang J, Akinbosoye O, Orr G. Assessing the Relationship between Online Activity & Biometric Tracking and Medication Adherence among Members with Hypertension. Poster Presentation at Society for Behavioral Medicine 36th Annual Meeting and Scientific Sessions. April, 22 – 25, 2015. San Antonio, TX.



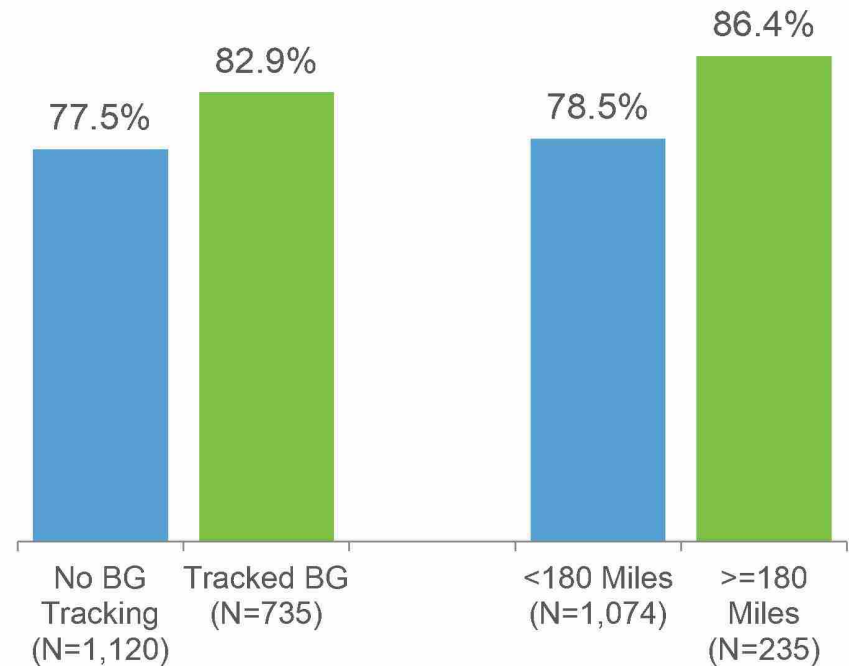
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

29

Greater medication adherence for members who tracked healthy behaviors—diabetes

- Significantly greater[†] medication adherence was noted in participants who:
 - Tracked their blood glucose
 - Tracked their activity and logged an average of one mile per day

Mean adherence by blood glucose tracking status and total miles logged*¹



[†]P < 0.05

*Adherence measure as proportion of days covered (PDC)

1. Taitel M, Jiang J, Akinbosoye O, Orr G. The relationship between online activity and biometric tracking and medication adherence among members with diabetes. Poster presented at: 75th Scientific Sessions (2015) of the American Diabetes Association; June 5-9, 2015; Boston, MA.



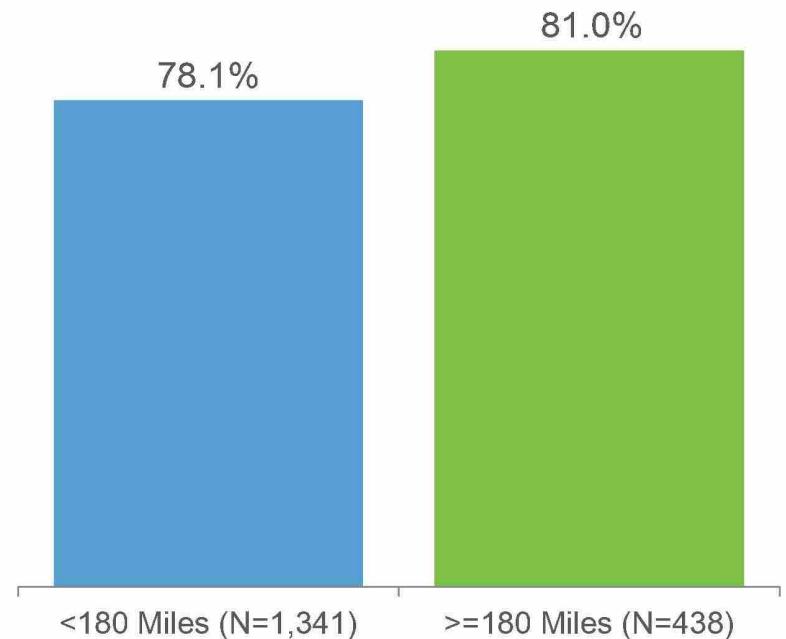
©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

30

Greater medication adherence for members who tracked healthy behaviors—high cholesterol

- Significantly greater[†] medication adherence was noted in participants who:
 - Tracked their activity and logged an average of one mile per day

Mean adherence by total miles logged*¹



[†] P < 0.05

*Adherence measure as proportion of days covered (PDC)

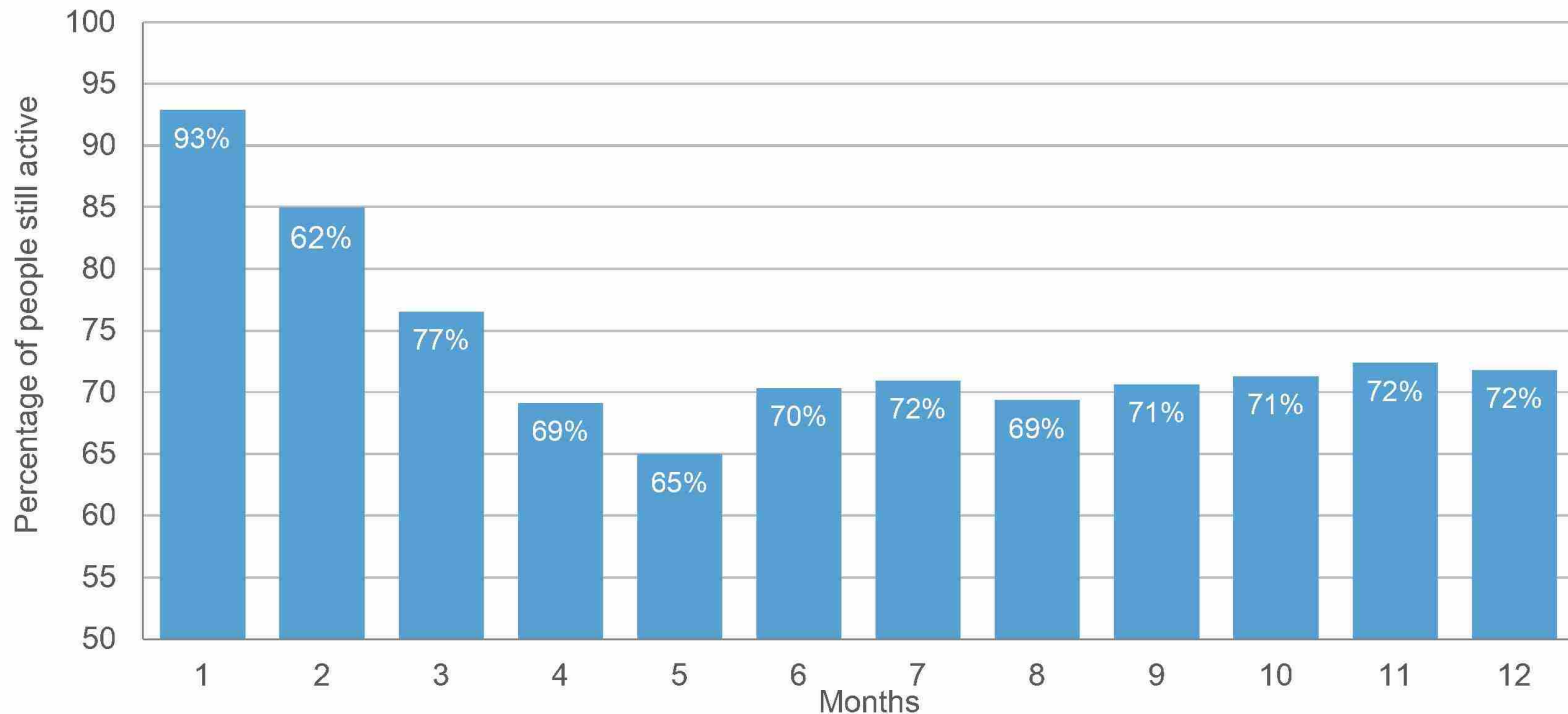
1. Walgreens data on file.



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Once signed up, people stay with the program

Retention of active Balance Rewards for healthy choices™ members with connected device*1



*Active defined as having logged an activity in the past 30 days

1. Walgreens data on file. Data collected September 2014.

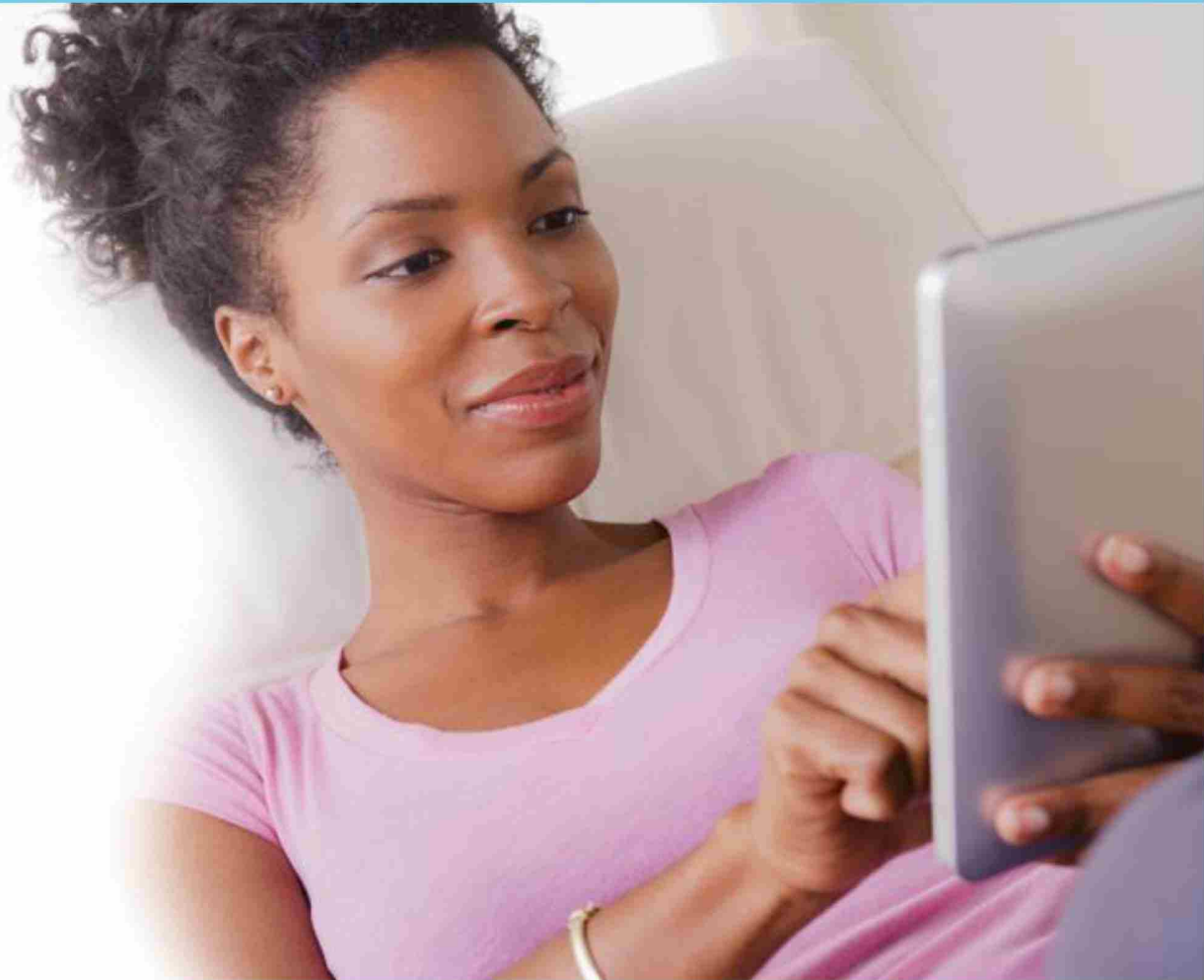


©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Integrating with your programs

Interfacing with your programs to help members reach health goals

- The health dashboard can offer information from third parties—such as plan information
- Balance[®] Rewards can offer points as incentives to specific populations
- Walgreens APIs
 - Rx transfer and refill
 - Healthcare Clinic scheduler
 - Balance[®] Rewards



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

A broad digital reach enables programs that can transform health choices and actions



©2016 Walgreen Co. All rights reserved. Confidential and proprietary information.

Thank you!

Produced In Native Format

Produced In Native Format

Produced In Native Format

Produced In Native Format

Produced In Native Format

Accreditation Summary

Key Dates

	Q1-4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017
URAC - Central Specialty	→					
URAC - Local Specialty	→			Desk Review →	Site Audits →	Accreditation →
VIPPS - Mail Service, E-Comm & Central Specialty	→					
ACHC - Central Specialty locations			→			
VPP - Central Pharmacy Pittsburgh					→	
URAC 3.0 standards – Central and Local specialty						→

Keys to Success

- Continue to incorporate the accreditation requirements into our every day operations.
- Continue to account for the labor associated with quality activities in the stores.
- Walgreens has representation on association and accreditation advisory panels. We need to continue to push for consistency of the requirements.



©2016 Walgreen Co. All rights reserved.

WAGMDL00987180

Goal

To ensure the lowest cost to the patient while and out performing o generic utilization metrics in the industry.

Current State

Purchasing

- Purchasing sends an e-mail or Item Content Report to the Clinical Database Team (CDT) for initial product setup. The generic is not shown to stores at this point.
- Purchasing begin shipping product to stores and then informs CDT when 75% of stores have the generic in stock.
- CDT marks the generic as warehouse, creates cross references in database, generic displays to stores, and IC+ will auto sub DAW-0 Rxs if the generic is AB rated. If the generic is not AB rate, IC+ will not auto sub and a quality alert (QA) will also be created.
 - All updates run via unattended and will display the next day to the stores.

Support Center

- E-mail to field leaders and compass to stores – delivery of product, NDCs, WICs, and action plans
 - Communication to field and stores would highlight big generic launches to prepare stores in advance
- Generic efficiency/utilization Key Performance Indicator (KPI) distributed used in business reviews/visits
- Rx inventory adjusts ordering logic for the brand and new generic accordingly
- RX leaflet indicates generic savings for staff to highlight savings

Stores

- Post their receipt in SIMS immediately once product has arrived
- Review pending and ready prescriptions for any generic conversion opportunities
- Research all DAW 1s and 2s to ensure prescribers are aware of the availability of a generic and patients are aware of the potential advantages including cost savings
- Use bulls-eyes stating a generic is available for all brand product being dispensed
- Remove brand product from the Fast Rack and automation and replace it with the generic
- Update the drug location in Intercom Plus as necessary

Pharmaceutical Care Center (PCC), Central Support

- PCC in Tempe, AZ will fax prescribers on sold DAW-1 rxs
- If the prescriber approves the generic, PCC will link this approval to the original rx in order for it to auto sub on a refill

Future Considerations

- Automated reject resolutions
- Targeted messaging through TPA to better support formulary messaging, improve member experience
- New Tools for generic utilization: outreach targeting DAW -2 ensure patient selected brand

Revised Date: 10/09/2015
Process: Patient Registration in Intercom Plus
SOP number: WAG.SOP.RX-015



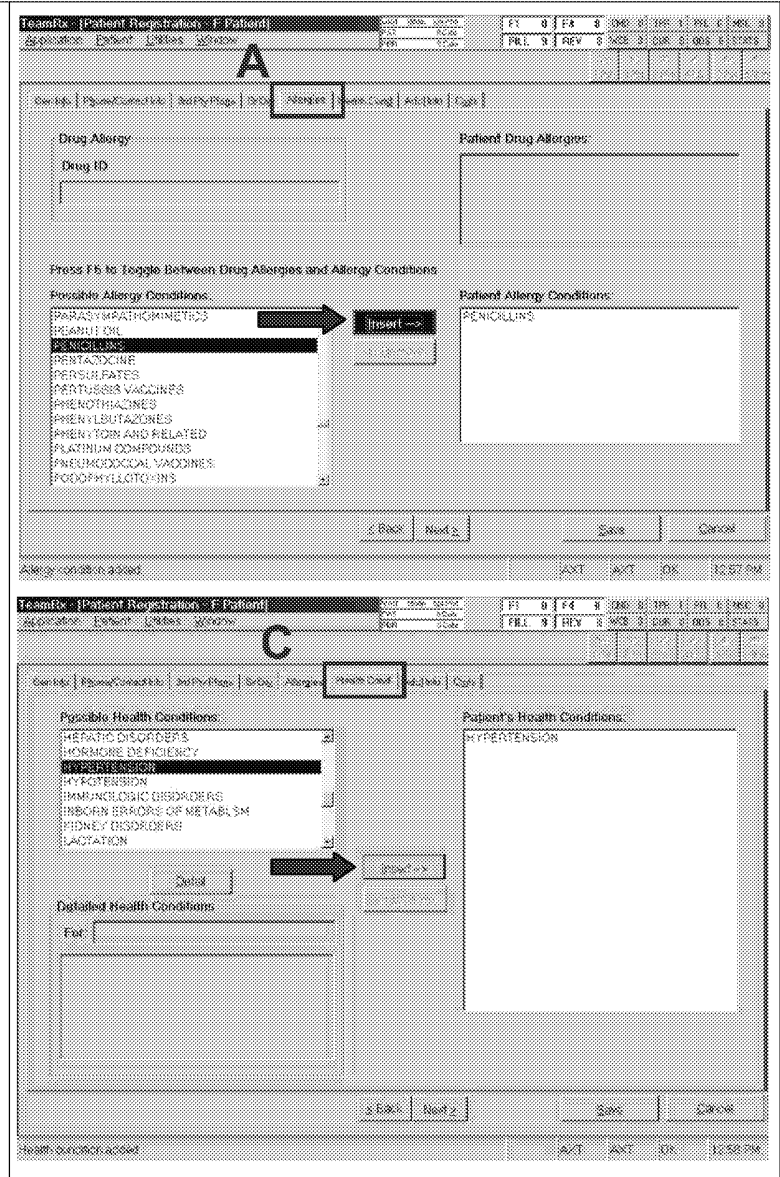
DEPARTMENT: Pharmacy and Retail Operations & Planning

PROCESS DESCRIPTION	This document provides the process for patient registration in Intercom Plus.
DEPARTMENT	Pharmacy
AUDIENCE	Pharmacy Team Members

STEP #	INSTRUCTIONS	KEY POINTS / ILLUSTRATIONS
1) Collect General Patient Information	<p>A) After greeting the patient using ECC technique by saying, "Welcome to Walgreens, how may I help you?," follow the steps below to register the patient in IC+.</p> <p>B) On the "Gen Info" tab in IC+, enter the patient's first and last name, primary phone number and type, date of birth, gender, and address.</p> <ul style="list-style-type: none"> ○ Any information which was entered when performing the initial patient search will be pre-populated for you. <ul style="list-style-type: none"> ▪ Do not enter any additional comments into the name or address fields other than the patient's name and address. Any additional comments should be entered in the Cmts tab in IC+ later in the registration process. ○ If the patient provided their cell phone number, ask if they would like to receive text messages for Rx Status notifications instead of automated phone calls. If the patient opts in, enter "Y" in the TxtMsg field. ○ If the patient provides more than one phone number, add the additional information in the "Phone/Contact Info" tab. <p>C) Ask for the patient's e-mail address and enter the information into IC+.</p> <ul style="list-style-type: none"> ○ Registering the patient's e-mail address will allow for the patient to receive Rx Status notifications via e-mail. Explain to the patient that they will have the opportunity to receive more detailed e-mails concerning Rx Status notifications once they create an account online and update their communication preferences. ○ If the patient does not have an email address they would like to provide, enter "N" in the E-Mail field. <p>D) Ask for and enter any prescription preferences the patient may have; such as 90 day, Snap Cap, and Language (if applicable).</p>	<p>The screenshot shows the 'Gen Info' tab in the IC+ system. The form includes the following fields and options:</p> <ul style="list-style-type: none"> Patient Name: First name 'FAKE', last name 'PATIENT'. Primary Ph: 447-555-6665, Type: Cell, TxtMsg: Y. Birthdate: 08/04/1981, Sex: M, E-Mail: FAKE.PATIENT@GMAIL.COM. Address: 100 WILMOT RD. Zip: 60916, City: ELLERFIELD, State: IL. Third Party: Fields for Ins, Plan #, Rec #, Person Cat, and Exp #. Allergy/Health Conditions: A text area for entering patient information.

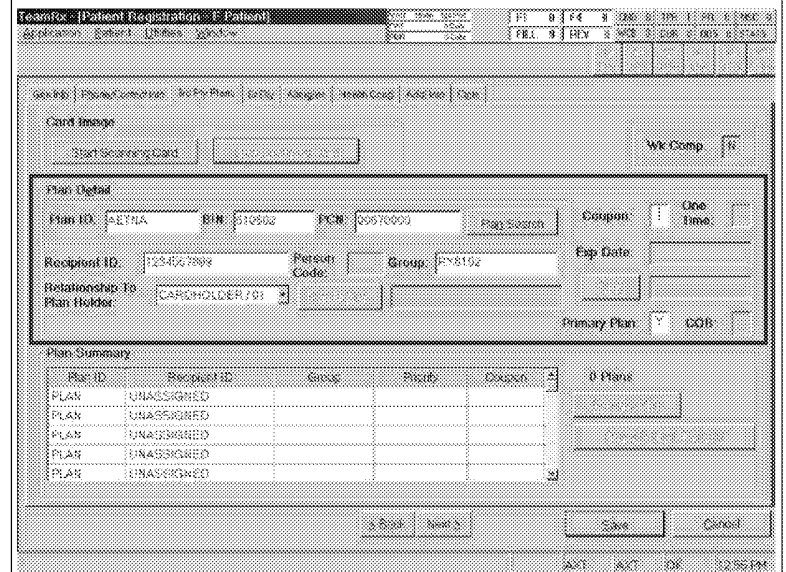
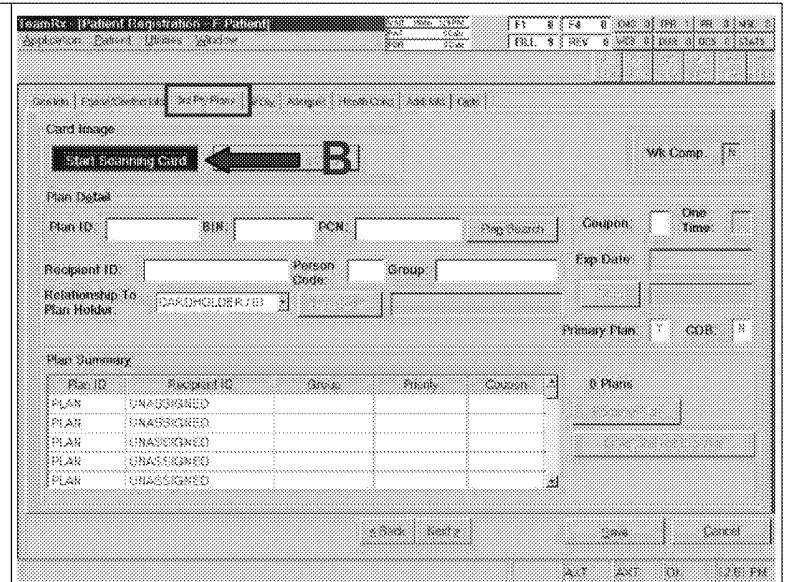
2) Collect Allergies and Health Conditions

- A) Ask if the patient has any known allergies or health conditions.
- If the patient does not have any known allergies and known health conditions, select the “None” box on the “Gen Info” tab which will automatically input **“No Known Allergy and No Known Health Cond”** in the patient’s profile.
- B) If allergies are provided or are preprinted on the prescription, navigate to the Allergies tab and enter the necessary information.
- If the patient has an allergy to a specific drug, search for and select the specific medication using the Drug ID field.
 - If the patient has an allergy to an entire class of medications, for example **“Penicillins”** press F5 to navigate to the Possible Allergy Conditions field to search for and insert the patient’s allergy condition(s).
 - If the patient does not have any known drug allergies, select **<NO KNOWN ALLERGY>** and select “Insert”.
- C) If health conditions are provided or are preprinted on the prescription, navigate to the Health Cond tab and enter the necessary information.
- Press the key for the first letter of the health condition, use the arrow keys to highlight it, and then select “Insert.” For example, press H, then arrow down to select **Hypertension**.
 - Select the Detail button if you need to select a more specific health condition from a highlighted category.
 - If the patient does not have any known health conditions, select **<NO KNOWN HEALTH COND>** and select “Insert”
- D) If you are unable to obtain either allergies or health condition(s), navigate to the Allergies/Health Conditions tab(s) and select **<NEED ALLERGY INFO>** and/or **<NEED HEALTH COND INFO>**.



3) Collect Third Party Information

- A) Ask if the patient has any prescription insurance and obtain their card.
- o If the patient does not have any insurance and is eligible for the Prescription Savings Club (PSC), ask if they are interested in enrolling. If so, follow the PSC registration procedure.
 - o If the patient has Medicare Part D or private insurance but does not have their card with them, enter either FINDMPD (for Medicare Part D) or FINDINS (for private insurance) in the Plan ID field. Enter the Recipient ID following FINDMPD or FINDINS procedures to attempt to find the patient's insurance later in the process.
- B) If the patient has insurance, scan the patient's insurance card(s) into IC+ by selecting "Start Scanning Card" on the "3rd Party Plans" tab. Select "Stop Scanning Card" once complete.
- C) Enter the Plan ID
- o To find detailed processing information about a Third Party Plan, select "F12" to open the Third Party Reference window as needed.
 - o If you do not know the Plan ID, search for it by entering the BIN# and PCN and select "Plan Search" to bring up the insurance plan information.
- D) After entering the Plan ID, enter the Recipient ID number, which is usually the same as the identification number on the card. Add a person code if necessary.
- E) Enter the Group number if applicable.
- F) If the patient is not the plan holder, select the Relationship to Plan Holder from the drop down menu and search for the Plan Holder.
- G) Register any additional insurance plans as needed and select the appropriate priority for the plans if applicable. If the secondary coverage is provided by an approved Medicaid plan (or Medicare for dual eligible patients), enter "Y" in the COB (Coordination of Benefits) field to automatically submit COB claims.
- o If the patient presents a Drug Manufacturer Coupon follow the Coupon Registration Procedures. Enter "Y" in the Coupon field and select the Drug button to search for and link the covered medication to the coupon for future billing.
- H) Return the insurance card(s) to the patient.



4) Complete Patient Registration

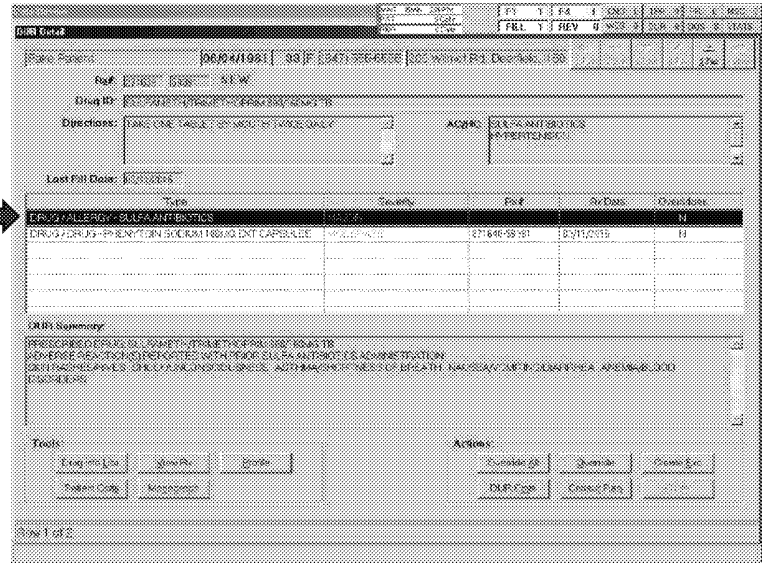
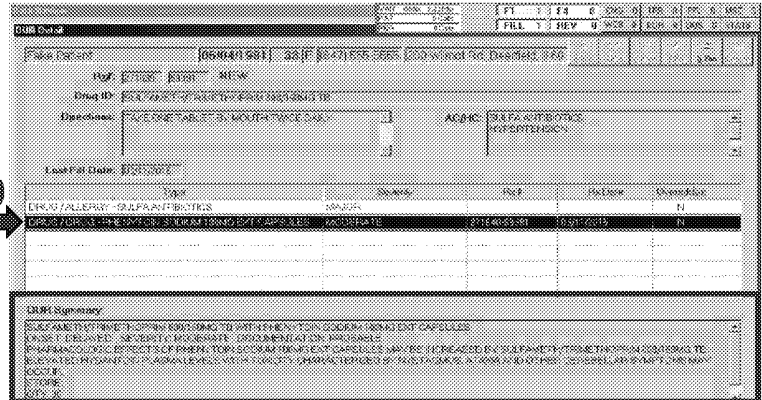
- A) If the patient provided any information or preferences that could not be captured on the previous tabs, select the "Addl Info" or "Cmts" tab to enter the additional information.
 - o If the IC+ registration is for a pet, enter a "Y" in the Pet field in the "Addl Info" tab and enter the species.
- B) Select "Save" to complete patient registration.
- C) Offer to register the patient for Balance Rewards. Follow Balance Rewards Enrollment Procedures.
- D) Continue interacting with the patient and take care of their health care needs following ECC technique.
 - o Thank the patient and close the interaction in a personalized, sincere manner, using the customer's name when possible. (i.e. Thank you Mr. Smith, have a nice day.)

Date Created: 11/11/2015
Process: Performing a Drug Utilization Review (DUR)
SOP Number: WAG.SOP.RX-037



DEPARTMENT: Pharmacy and Retail Operations & Planning

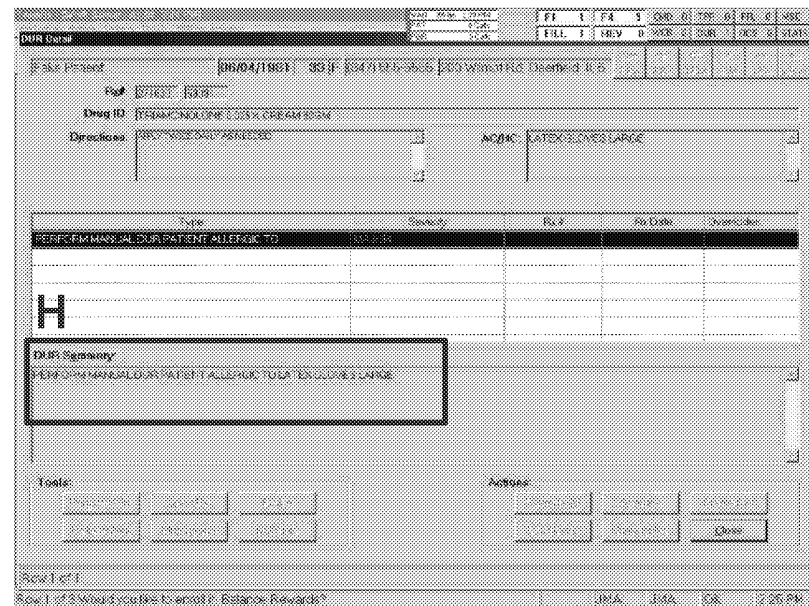
PROCESS DESCRIPTION	This document provides the process to perform a Drug Utilization Review (DUR).
DEPARTMENT	Pharmacy
AUDIENCE	Pharmacist

STEP #	INSTRUCTIONS	KEY POINTS / ILLUSTRATIONS
1. Review Each DUR	<p>A) Before dispensing each prescription or administering an immunization, the pharmacist must perform a drug utilization review of the patient's drug therapy or immunization in accordance with state and federal law. Use professional and clinical judgment when performing this review.</p> <p>B) When IC+ prompts you to complete a system assisted Drug Utilization Review (DUR) on a prescription, the DUR Detail window is presented in the following situations:</p> <ul style="list-style-type: none"> o Immediately after completing Data Review. o If Data Review is not required, the DUR Detail window will appear after selecting F4. <p>C) During any point in the prescription filling process, IC+ may identify a potential DUR. Additionally, a DUR Exception can be created from Dynamic Workload Balancing (DWB) or Centralization. Pharmacists must monitor the DUR Exception Queue in the phlometer and resolve these DURs using the steps below.</p> <p>D) When the DUR Detail window is presented, each row of the DUR must be reviewed and the pharmacist must make an overall assessment of the patient to determine the severity of each DUR.</p> <p>E) Review the following information for each DUR row:</p> <ul style="list-style-type: none"> o DUR Type, DUR Summary, Severity, Rx Date, Status of Previously resolved DURs <p>F) IC+ will automatically default the focus to the first DUR returned. When multiple DURs are returned, navigate through each DUR using the arrow keys. The DUR Summary shows the DUR that is currently highlighted.</p>	 

2. Evaluate Each DUR

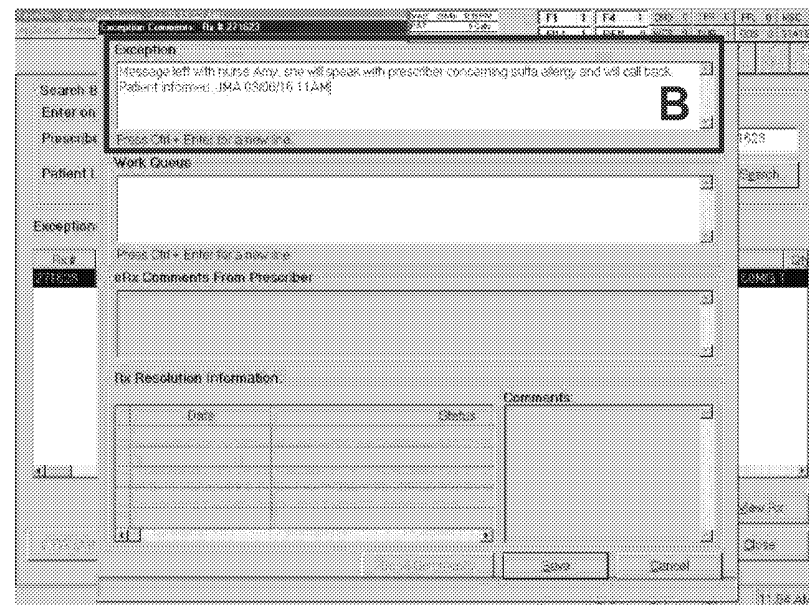
- A) Use professional and clinical judgment to utilize the patient's information and profile to assist in resolution of the DUR. Review the following items:
- DOB (Age) and Gender
 - Allergies and Health Conditions
 - Previous dispensing history and DUR comments
 - Patient Profile
 - Additional Medications
 - Drug name, strength, dosage form, directions, days supply (current fill and previous fill); last fill date and any other messages on the DUR window.
- B) Use professional and clinical judgment to review the patient's drug therapy and evaluate the following information:
- Drug Allergies
 - Drug- Drug Interactions
 - Drug-Health Conditions
 - Therapeutic Duplication
 - Age-Dosage range and age appropriateness
 - Incorrect dosage or duration of therapy
 - Good Faith Dispensing Policy
 - Frequency of refills and refill compliance
 - Additional information, as needed
- C) Utilize the Drug info Library, Clinical Pharmacology, Facts and Comparison, Drug Monograph, state Prescription Drug Monitoring Program (PDMP) (if applicable) and other internal or external resources available as needed.
- D) When reviewing Drug – Allergies DUR Interactions, determine if the patient is allergic to only the specific medication listed as an allergy or if the patient is allergic to the entire class of medication or an inactive/active ingredient.
- Contact the prescriber and/or patient if clarification is needed.
- E) When reviewing any DURs that are weight based, for example medications for pediatric patients (<1 year), manually review medication and dosage to ensure therapy is appropriate for the patient's age and weight.
- F) As necessary, use the Tools section to assist with investigating the DUR such as the Drug Info Library (**Alt + L**), the prescription image (**Alt + V**), the patient Profile (**Alt + P**), Self-Reported Medications (Profile >> Additional Meds), Patient Comments (**Alt + S**), or Drug Monograph (**Alt + N**).
- If you decide to review the prescription image and elements of the prescription are unclear or drug dosage or directions are not clinically appropriate, contact the prescriber. Document any clarifications appropriately using the procedures contained in the Data Review SOP related to annotations.

- G) If further review is needed on a DUR returned from a Third Party Payer, for example a medication dispensed at a non-Walgreens pharmacy, consult the patient or contact the prescriber or third party plan for more information about the prescription.
- H) If the DUR type specifies "Perform Manual DUR", further analysis by the pharmacist is required. The pharmacist must use clinical judgment, the patient's profile and steps 1 thru 2 above to perform a manual DUR on the prescription.
 - o Contact the patient or the prescriber if additional information is needed to aid in DUR resolution.
- I) After using the information above and your professional and clinical judgment, determine the appropriate action needed to resolve the DUR.
 - o If prescriber contact is needed for DUR resolution. **(Steps 3 - 5)**
 - o If patient contact is needed for DUR resolution. **(Step 6)**
 - o If neither prescriber nor patient contact is needed for DUR resolution. **(Step 7)**



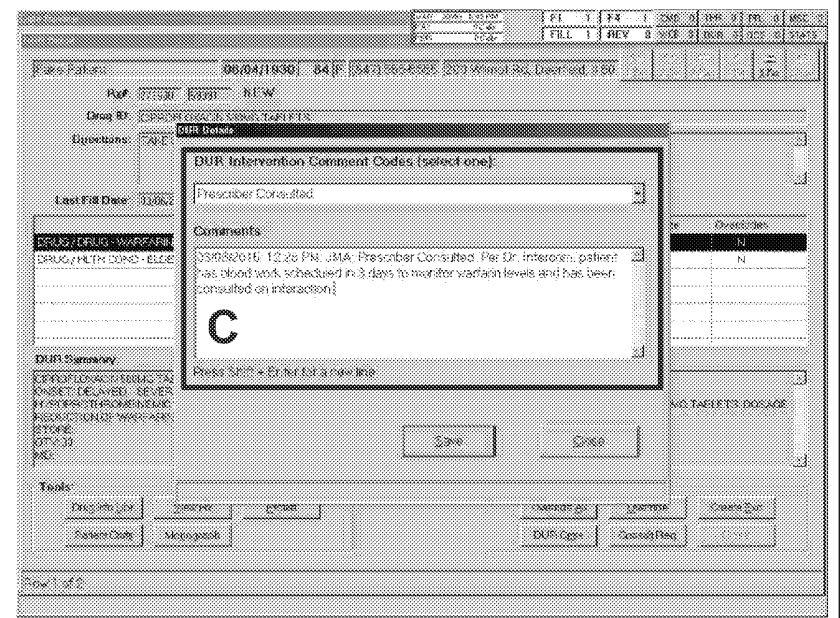
3. Contact Prescriber

- A) Contact the prescriber (or prescriber's representative) using the appropriate method (fax, phone, page) depending on the time sensitivity of the prescription and your professional judgment.
- B) When communicating with the prescriber, explain the interaction and provide alternative medication options if applicable.
 - o If you need to leave a message or fax the information, press "**Alt + E**" to select **Create Exc** to create a DUR exception. In the Exception Comments field, add comments about the DUR, actions performed, date, and next steps when appropriate.
 - o Proactively contact the patient to inform them of the potential delay in their prescription. Unlike other exceptions, such as TPR or OOS, the patient will not receive an automated call for DUR exceptions.
- C) If you were able to discuss the DUR details with the prescriber or the prescriber responded to your message/fax, follow the below steps based on the prescriber's response.
 - o Prescriber does NOT provide updates to the prescription **(Step 4)**
 - o Prescriber provides updates to the prescription **(Step 5)**



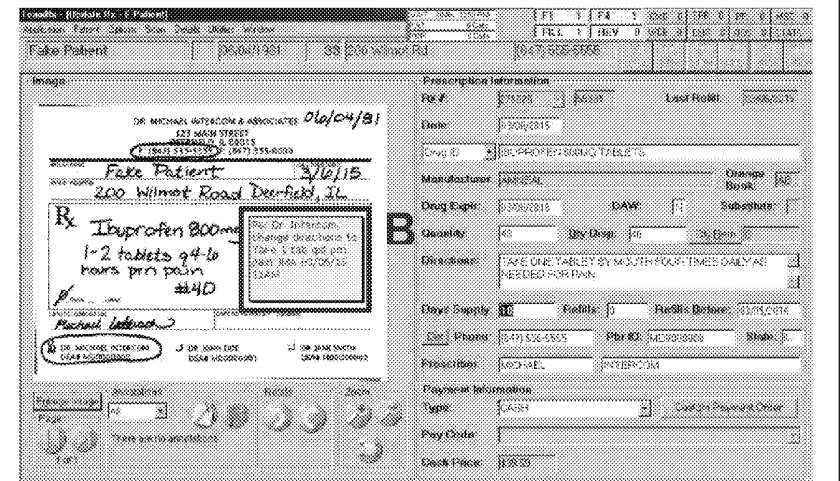
4. Prescriber Response – No Changes

- A) Use your professional and clinical judgment, Walgreens policy, and federal and state regulations to determine if resolving the DUR is appropriate. Even if the prescriber is OK with the potential interaction and states to fill the prescription as is, the pharmacist must use their professional and clinical judgment to determine if it is appropriate to resolve the DUR and dispense the prescription.
- B) When the prescriber (or prescriber's representative) does NOT provide a new prescription or updates to the original prescription, and you determine to resolve the DUR, use your professional and clinical judgment to decide if adding DUR comments is appropriate.
- C) When adding comments, press “**Alt + M**” to select **DUR Cmts** and clearly document any clinical decisions made by you and/or the prescriber (or prescriber's representative), their name, and any relevant clinical information for future reference in the DUR comments window and select **Save**.
- D) If you use your professional judgment to determine that a patient requires consultation, press “**Alt + T**” to select **Consult Req** before resolving the DUR.
 - o Clearly document the reason for the consultation in the Consultation Comments window. If needed, cut and paste the information contained in the DUR summary into the consultation window and press “**Alt + S**” to select **Save**.
 - o **Do not print the DUR Detail window** and affix it to the leaflet. All consultation information should be documented in the Consultation Comments window.
- E) Proceed to **Step 8** to resolve and override the DUR.



5. Prescriber Response – Provided Updates to the Prescription

- A) If the prescriber (or prescriber's representative) provides updates to the prescription, follow one of the below steps depending on the scenario.
- B) **Prescription is “New” and the prescriber provided an update.**
 - o Locate the prescription in the Exception Queue under **Exc Type “DUR”** and press “**Alt + R**” to select **Update Rx**.
 - o Annotate the prescription image with the changes the prescriber or prescriber's representative provided and update the prescription.
 - o In the annotation, include the person spoken with, the date, time, and your initials for future reference.



- C) Prescription is “New” and the prescriber cancelled the original prescription and provided a new prescription.
- o Locate the prescription in the Work Queue, delete the original prescription and dispose of it following the DPI procedures.
 - Do Not “Store” the original prescription on the patient’s profile.
 - o Transcribe the new prescription and indicate that drug “Y” replaces drug “X”. Process the prescription according to standard operating procedures.
- D) Prescription is a “Refill” and the prescriber provided an update.
- o Locate the prescription in the Work Queue and delete the prescription refill. Locate the prescription in the patient’s profile, close the prescription, and document the reason for closing.
 - o Transcribe the new prescription and indicate that drug “Y” replaces drug “X”.
 - o If there is a Quality Assurance Event in a previous fill, follow the External Events Procedures.
- E) In scenarios B thru D above, proactively contact the patient to inform them of the prescriber’s decision and changes to their drug therapy while complying with HIPAA regulations and state counseling requirements.
- F) If you were unable to contact the patient to consult them on changes to their drug therapy, ensure the patient is consulted during prescription pick-up.
- o During Data Review or Product Review, press “**Alt + T**” to select **Consult Req** and document the reason for the consultation in the Consultation Comments window and press “**Alt + S**” to select **Save**

C

Walgreens

Initials JMA Promised Time _____
 Name Fake Patient Date 3/11/15
 Address _____ AL/HC _____
 Phone# _____ Birth Date 6/4/81

Amoxicillin 500 mg caps
+ BID #20

Replaces Bactrim DS

Dr. Michael Intercom
SUBSTITUTION PERMISSIBLE

Refill SUSPENSE AS WRITTEN Address _____
 Phone# 847-555-9999 DEA/NPI# _____
 Pharm/Caller ID MD WIC# 964806

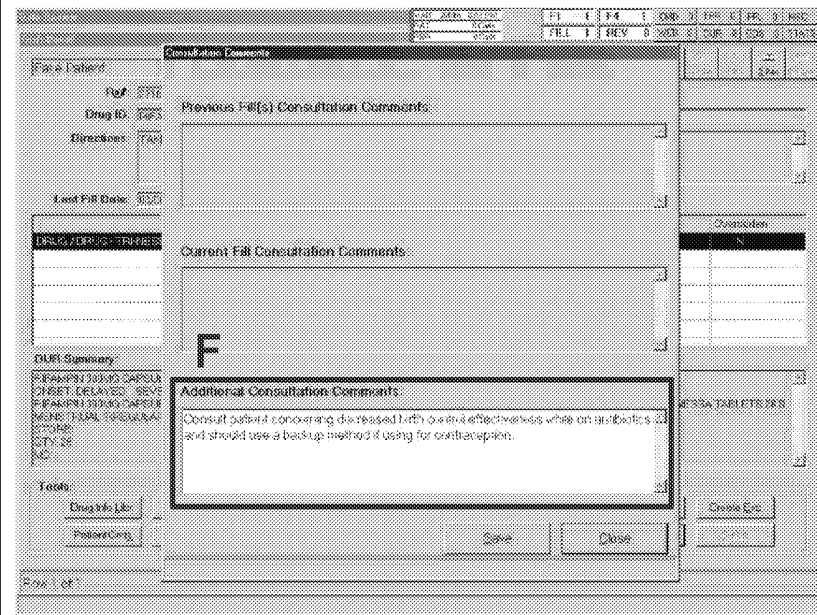
6. Contact Patient
- A) Follow the below steps when patient contact is needed to resolve the DUR.
- B) Contact the patient or authorized representative using the appropriate method (phone, page over intercom) depending if the patient is waiting in the store or not.
- o In order to maintain patient privacy during the paging process, always page the patient using their first name and last initial only.
 - o Prior to sharing any personal information with the patient, verify the patient’s information, following current HIPAA procedures.
- C) Discuss the details of the DUR in terminology the patient would understand and use professional judgment to determine what details of the DUR are needed to discuss with the patient.
- D) If you are able to discuss the interaction with the patient, use your professional and clinical judgment to decide when adding comments is appropriate. When adding comments, press “**Alt + M**” to select **DUR Cmtns** and enter DUR comments and document the outcome of the conversation.

- When needed, update patient information such as allergies/health conditions/etc. If the patient has other prescriptions that are being processed at that time, perform a manual DUR on these prescriptions with the updated patient allergies or health conditions.
- At times it may be necessary to contact the prescriber after discussing the interaction with the patient if additional research is needed in order to resolve the DUR.

E) Using your professional and clinical judgment, resolve and override the DUR if applicable by following **Step 8** below.

F) If you were unable to contact the patient, use professional judgment to determine when it is appropriate to either create a DUR exception to stop the filling process, or add a CAP to the prescription so you are able to discuss the interaction with the patient before dispensing.

- If creating a DUR exception, press "**Alt + E**" to select **Create Exc** and clearly document the reason for the DUR, actions taken, and next steps as appropriate.
- If you determine that a CAP should be added to the prescription so the consultation pharmacist is able to speak with the patient during prescription pick-up, press "**Alt + T**" to select **Consult Req** and clearly document the reason for the consultation in the Additional Consultation Comments window and select **Save**.

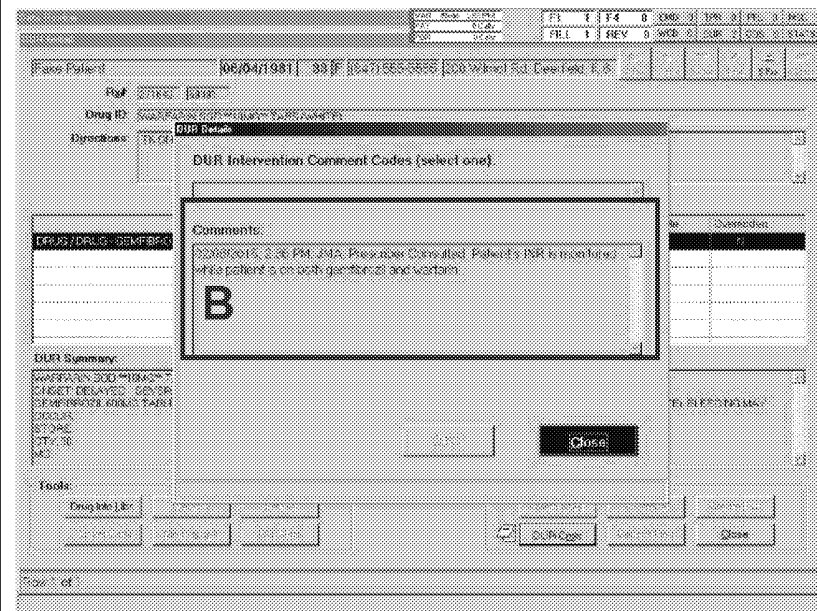


7. Patient or Prescriber Contact is Not Needed

A) After using your professional and clinical judgment, if you determine that the prescriber and patient do NOT need to be contacted for DUR resolution, follow the steps below to resolve the DUR.

B) When determining if resolving the DUR is appropriate, review previous DUR comments as needed by pressing "**Alt + D**" to select **DUR History** from the Refill History window.

- If needed, ensure the DUR was appropriately documented during previous pharmacist review when determining if it is appropriate to resolve the DUR at this time. If not appropriately documented, proceed with DUR resolution and document as necessary.



8. Resolving and Overriding the DUR

- A) If you are resolving a DUR with major severity, IC+ will require you to enter comments. On the DUR Details window, choose the reason for the resolution from the DUR Intervention Comment Codes drop down. Once the reason is selected, the date, time, your initials and the reason will appear in the Comments field.
- Pharmacists should use their professional and clinical judgment and add any additional comments to clarify their course of action and decision when resolving the DUR.
 - Press **"Alt + S"** to select **Save** to complete the DUR review for the specific DUR. (When documentation is required)
- B) If the DUR that is being resolved is not of major severity and DUR review for the specific DUR issue is complete, the pharmacist should use professional and clinical judgment to determine if adding comments is appropriate.
- C) If you decide adding comments is appropriate, press **"Alt + M"** to select **DUR Cmts** to clarify your course of action and professional decision when resolving the DUR.
- D) To resolve a DUR, highlight the DUR and press **"Alt + O"** to select **Override** to resolve a specific DUR after it has been assessed or press **"Alt + A"** to select **Override All** if all DURs have been assessed and it is appropriate to resolve all DURs.

