Are you ready for URAC's Specialty Pharmacy Accreditation?

urac®

Your Patient Management program includes patient education and protocols that are disease state and/or drug specific.

ENSURE clinical protocols are based on specific clinical guidelines and are not generalized for all patients.

Initial clinical assessments and periodic reassessments are performed and documented.

AUDIT a random sample of patient files to confirm documentation of clinical assessments that evaluate appropriateness of therapy.

All clinical assessments and interventions are performed by a pharmacist or other qualified health professional.

CHECK a random sample of patient files to confirm clinical documentation has sign off by an appropriate clinician.

The effectiveness of your Patient Management program is evaluated at least annually.

CONFIRM the program evaluation uses sound methodology to consider clinical, financial, and quality of life benefits of the program.

Dispensing procedures comply with all regulatory and best practice guidelines.

WALK through your dispensing operations to ensure proper clinical oversight and processes for prescription processing, intake, utilization review, verification, preparation, and dispensing functions.

Processes to maintain medication temperature and integrity during shipping have been implemented and tested.

VERIFY your packing products and shipping methods have been tested for all temperature ranges in all seasons and you have a plan to periodically monitor these processes.

Performance metrics for dispensing accuracy, distribution accuracy, and adherence are tracked.

REVIEW Quality Management Committee meeting minutes to ensure documentation of monitoring these performance metrics and implementation of quality improvement when needed.

Telephone performance metrics are monitored.

CHECK your monthly and quarterly telephone metric reports to make sure you are meeting URAC's Average Abandonment Rate (5% or less) and Average Speed of Answer (80% of calls within 30 seconds) thresholds.

Verification of licensure or certification for clinical staff is documented.

REVIEW personnel records to ensure all staff whose job description requires a licensure or certification have evidence of primary source verification of the required credential.

Your organization's Business Continuity Plan is in place and tested at least every two years.

ENSURE you have a documented plan to address all systems and processes to minimize patient impact in an emergency.