

# Are you ready for URAC's Specialty Physician Practice Dispensing Accreditation?



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

**ENSURE** your organization bases clinical protocols on specific clinical guidelines and does not generalize for all patients.



**Your organization performs and documents initial clinical assessments and periodic reassessments.**

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



**You evaluate the effectiveness of your Patient Management program at least annually.**

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



**There is a process for tracking performance metrics for dispensing accuracy, distribution accuracy, and adherence.**

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



**The organization monitors telephone performance metrics.**

**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.



**There is clear documentation of verification of licensure or certification for clinical staff.**

**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.

For more information,  
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