



The Evolving Role of Telehealth and Pharmacy

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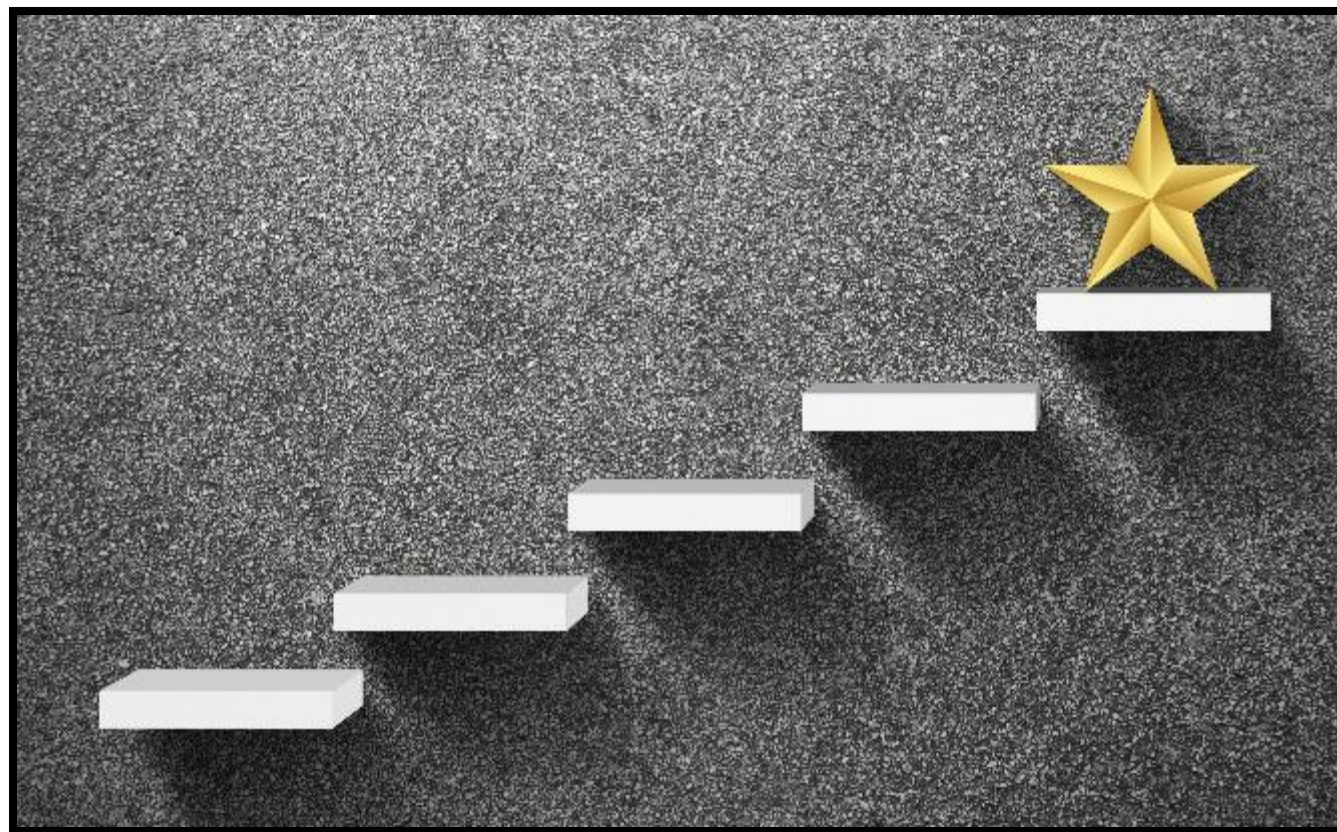
URAC Client Education Specialist

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30 Years of Setting the
Standard in Health Care

- Founded in 1990
- Non profit
- Independent
- Validates quality throughout the health care landscape



About URAC



Leader in Specialty
Pharmacy
Accreditation

URAC's forty-plus accreditations include Utilization Management, Health Plan, Mail Service Pharmacy and Clinically Integrated Network programs, among others



Leading Accreditor
for Telehealth and
RPM Programs

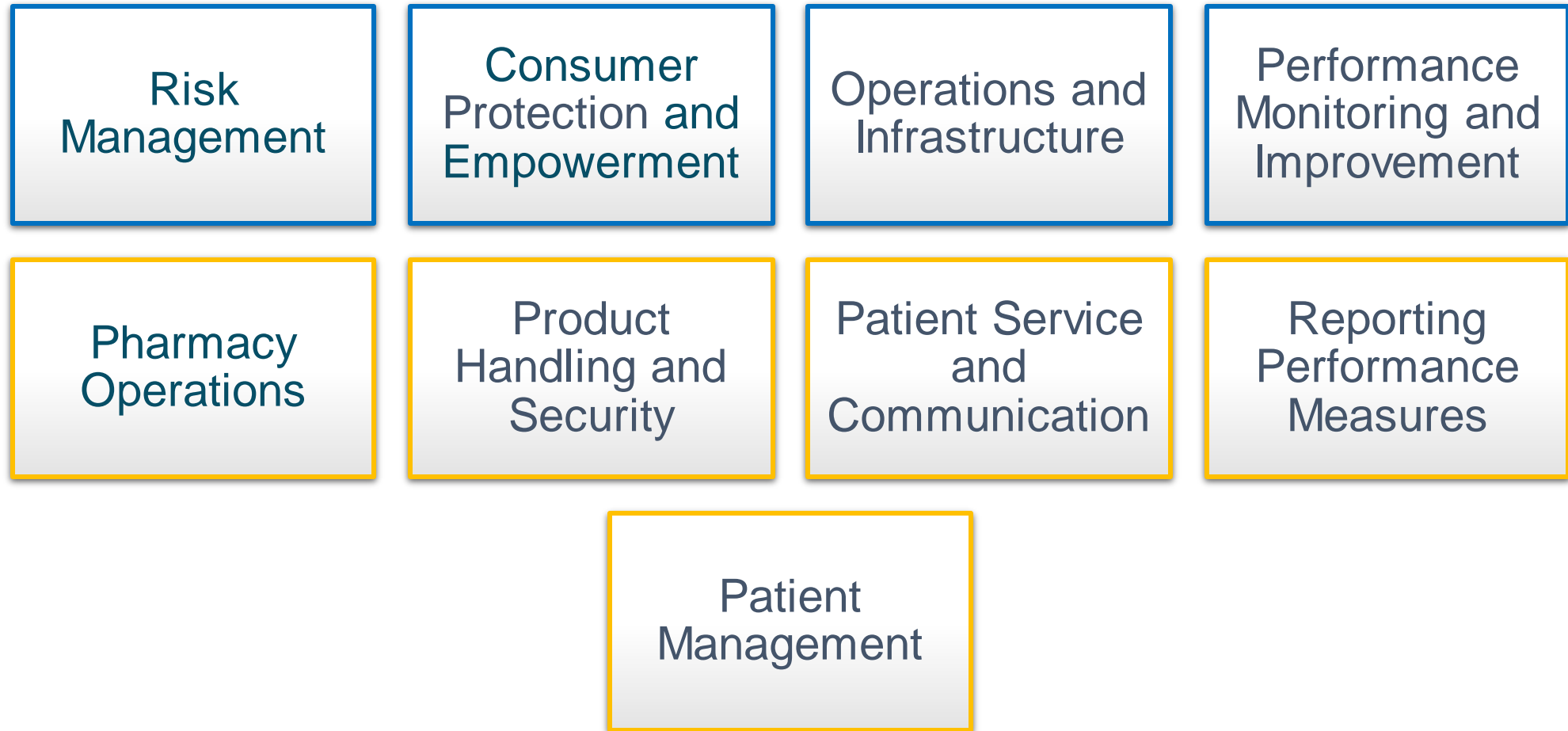
Our Clients
Hospitals
Health Plans
Pharmacies
Telehealth Providers

*URAC accredits **13**
of the top 20
hospitals in the
United States for
one of our
programs**

* US News and World
Report Best Hospitals



URAC's Specialty Pharmacy Accreditation



URAC's Telehealth Accreditation Program

Risk
Management

Consumer
Protection and
Empowerment

Operations and
Infrastructure

Performance
Monitoring and
Improvement

Telehealth
Operations

Patient
Encounters

Clinical Care

Types of Telehealth – from CMS

Live video

E-visits

**Remote patient
monitoring**

Audio-only visits

**Mobile health
(mHealth)**

**Case-based
teleconferencing**

**Before the
Pandemic**

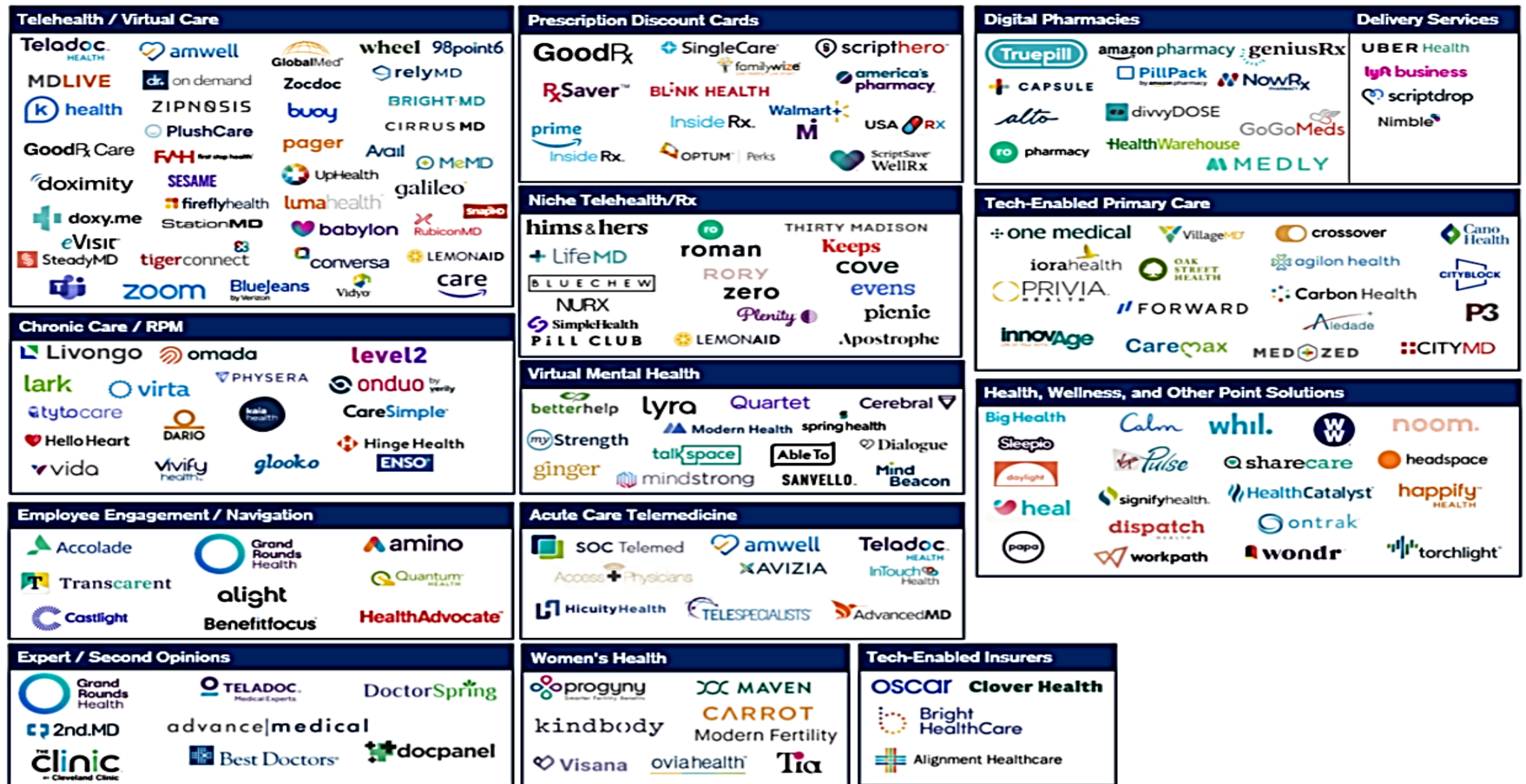
- Low usage – niche markets
- Barriers to coverage

**During the
Pandemic**

- High activity, then decline
- Suspended restrictions and new policies

**After the
Pandemic**

- New players – landscape changed
- Wait for next policy landscape



Crowded Current Landscape

Source: Credit Suisse Report 6/2021

Definitions

Telehealth:

- Professional consultations with other practitioners, facilities, and/or consumers that is facilitated by technology.

Telepharmacy:

- Telehealth used in the delivery of pharmacy services.

Digital Technology:

- Technologies used to enhance communication. They do not provide the care or service but enhance the ability to provide the care or service.

Specialty pharmacies have been providing services and care virtually for many years, primarily through the telephone.

Specialty Pharmacy started as a remote practice and has continued to embrace digital technologies as the rest of telehealth has taken off.

Discussion

What have you
seen?

What are you
working on?

How Telehealth Can Be Used

Telehealth can accommodate many sites of care and participants in a single encounter.

- Site of care: patient's home, clinic, hospital, facility
- Participants in the encounter: patient and provider v. provider and provider

Additional technologies continue to expand communication

- Patient Portals
- Platform Integrations
- Video Capabilities

Patient preference and ability plays a role in the effectiveness of the encounter

- Patient preferences: phone, video, text, in person
- Patient ability: remote patients w/ low internet capability, urban patients with little alone space

Considerations for Telehealth in Pharmacy

Payment for services

- Specialty Pharmacies have traditionally been paid for drug dispense
- Many pharmacists are encouraging broader payment structures
- Certain contracting arrangements may provide payment for services

Availability of platforms

- There are a considerable number of platforms available for each encounter type
- Each platform should be vetted for not only capabilities, but also security

Patient preferences/requirements

- Patient preferences on visit type are important
- Some contracts may not allow certain visit types and consults

Quality of care provided

- The care provided through the telehealth platform should be of equal value to what the patient would experience in-person

Trends: Telehealth Services Provided by Pharmacies

Remote Verification	Provided mostly in hospital pharmacies.
Medication Therapy Management	Complete Medication Review provided from a central location to a patient through telephone.
Patient Management Services	Provided from a specialty pharmacy in conjunction with medication dispense. Because the medication is delivered most of the time the encounter is telephonic.
Clinic Support	Provided by a pharmacist to support patient care delivered in a clinic. Can be pharmacist to patient or pharmacist to provider, typically telephonically.
Pharmacist Prescribing	Pharmacists with prescribing rights provide consultations through video conference prior to prescribing.
Pharmacies Support of Telehealth by Prescriber	Some pharmacies employ prescribers to prescribe medications through video conference.

Trends: Telehealth Support Services

A new market in the support of telehealth services through offering staff, platforms, and education

Remote
Order
Verification

Patient
Management
Service
Providers

Patient
Management
Platforms

Medication
Therapy
Management
Platforms

Trends: Digital Technology and COVID-19

The use of technology is a cornerstone to specialty pharmacy care before COVID-19

- Specialty pharmacies already had much of the infrastructure to provide remote care to patients.

Pharmacies continue to accelerate the different digital technologies used for communicating

- Texting
- Platform Integrations
- Patient Portals

Some hospital clinic with telehealth capabilities continue to provide care throughout the pandemic

- The clinics use these platforms to help facilitate pharmacist conversations

Telehealth: Where Else Can Pharmacy Go

Pharmacy run ambulatory care clinics (coumadin, diabetes) can perform services through telehealth

Individual pharmacy consultants can perform clinical services through telehealth (pgx, oncology)

Discussion

What other opportunities do you see?

Where are you going to take this?

Questions

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