

# Are you ready for URAC's Specialty Pharmacy Accreditation?



**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.



**Clinical interventions are performed when appropriate and documented.**

**SURVEY** a random sample of patient files to confirm documentation of clinical interventions.



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

**CONFIRM** the program evaluation reviews clinical, financial, and quality of life metric data and makes recommendations and updates to the program based on the evaluation.



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

**VERIFY** you have a medication distribution initial testing plan that includes all temperature ranges in all seasons, and you have a plan to audit these processes at least annually.



**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.



**Clinical inquiries are handled 24/7.**

**AFFIRM** you have processes in place to answer clinical questions 24 hours a day 7 days a week.



**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.

For more information, please contact [businessdevelopment@urac.org](mailto:businessdevelopment@urac.org) or 202-216-9413