



ENVISIONING THE DIGITAL PHARMACY

USING TECHNOLOGY TO SERVE PATIENTS NEEDS



TheDigitalApothecary.com



SMART PHARMACY SPACE

Pharmacy stock bottles shall be tagged to a central inventory management system to keep an accurate count of medications with auto-ordering enabled. Shelves and storage space will be upgraded to help the pharmacy team find and select the appropriate medication as entered into the pharmacy system to be filled. Wearable technology can also be used as an augmented display overlay to help guide to inventory position.



SMART TECHNOLOGY AIDS

The pharmacy team will utilize wearable technology to help in daily workflow functions. This could include head and wrist mounted devices to give alerts, to act as communication aids, and use augmented displays with pertinent information. Examples include facial recognition technology, production activity and wait times, video conferencing, tech support, virtual counseling, and pharmacy guidance.



PATIENT COUNSELING AND TESTING SPACE

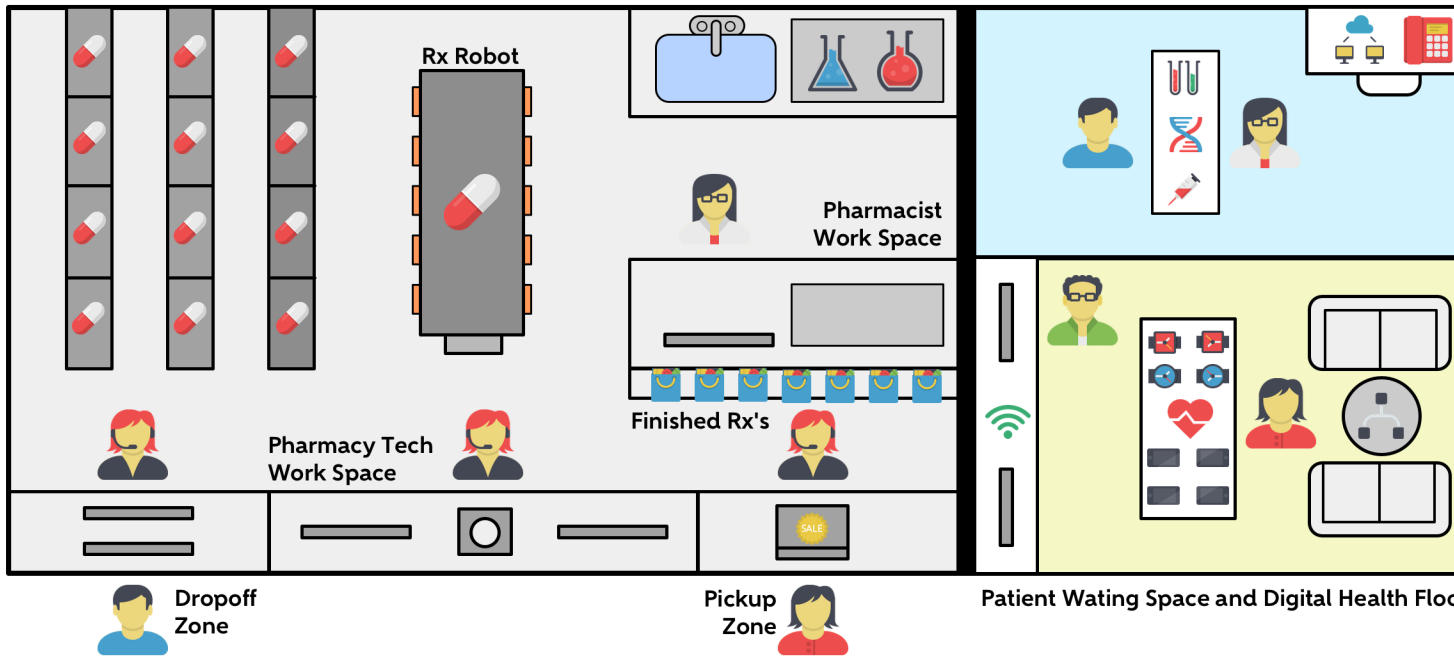
With a recent push, and success, in securing pharmacists as providers, the pharmacy shall have a dedicated space for the pharmacist to perform related functions. This includes dedicated space for patient counseling, such as disease state management, medication adherence, medication therapy management (MTM) and remote counseling via teleconferencing. Space shall also be made to administer vaccinations, perform point-of-care testing with CLIA waived tests, and perform other associated blood testing (e.g. genomic) with associated counseling. The pharmacist will also use the space to access data collected from patients utilizing digital health services in order to make therapeutic decisions, including results of remote blood pressure monitoring, blood glucose readings, and other associated chronic disease management solutions. These shall be addressed by the pharmacist, who shall modulate therapy in accordance with collaborative agreements with patient physicians, or be communicated virtually with other specialists. By having a set space set apart, workflow in the pharmacy filling process shall not be impeded, and reduction in potential HIPAA violations shall be mitigated. Additionally, the space can serve a professional environment enforcing the view of a pharmacist as a health professional provider and build patient trust in a suitable environment. Lastly, this space shall help with data collection and storage outside of the direct prescription filling and verification environment.



Pharmacy Inventory

Compounding Space

Counseling and Testing Room



ENGAGED DROPOFF AND PICKUP

Patients engaging in pharmacy services will have a more digitally focused approach in their interaction with the pharmacy staff. Patients will be given tablets to enter their information and update information rather than the use of paper forms (that must be entered manually), their smartphone will also be linked as to the process of their prescription being filled and any issues. Lastly, smart-payment will also be integrated into the pharmacy with any awards given over the course of the pharmacy visit.



SMART PATIENT ENGAGEMENT

Patients that visit the pharmacy will have a dedicated space to wait, with free WiFi, charging stations, and health displays. These shall be integrated with their mobile devices. Patients will be encouraged to read and watch videos on their disease states, explore services by the pharmacy, and take quizzes to enforce learning outcomes. Patients that have questions can then request counseling. Participation will result in rewards that the patient can collect at checkout (e.g. pharmacy store coupon or discount).



DIGITAL HEALTH TOOLS

Patients will have access to digital and mobile health devices to test and learn about in their health management. These will be tools chosen by the pharmacy that can be integrated with health initiatives or pharmacist provided services to help guide and monitor care. Data collected can then be shared between providers for management. Discounts may be offered encouraging patient use of the pharmacy as a digital health hub.

