Updox Pharmacy Connect

Connect pharmacists to care team and patients
Agenda

- Introduction to Updox
- Challenges for Pharmacists
- Helping Solve the Challenges
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• Introduction to Updox
• Challenges for Pharmacists
• Helping Solve the Challenges
• Interface with QS/1
• Getting more information
• Questions
Introduction to Updox

• Leading provider of physician & pharmacist collaboration solutions
• Founded in 2009, now integrated with over 80 EHR and Healthcare IT Partners
Introduction to Updox

- Leading provider of physician & pharmacist collaboration solutions
- Founded in 2009, now integrated with over 80 EHR and Healthcare IT Partners
- Updox Network
  - 300,000 users
  - 56,000 physicians
  - 72 million patients in database
  - 8.5 million patient portal accounts
  - Over 1 million direct email addresses in our global directory
Challenges for Pharmacists

- Communication Limitations
- Clinical Collaboration with Physicians
Challenges for Pharmacists

- Communication Limitations
- Clinical Collaboration with Physicians
- Patient Engagement
- Technology Barriers
Communication Limitations

• Lots of phone calls with physicians and patients
• Paper faxing is expensive
Communication Limitations

- Lots of phone calls with physicians and patients
- Paper faxing is expensive
- Pharmacists need to communicate as networks close around them
- Risk of unsecure communication methods
Clinical Collaboration with Physicians

• Physicians don’t want to go out of workflow to communicate
• Lack of secure communication between Pharmacy staff and care providers to discuss patient care
• Rx refills & clarifications are frustrating and time consuming
Clinical Collaboration with Physicians

- Physicians don’t want to go out of workflow to communicate
- Lack of secure communication between Pharmacy staff and care providers to discuss patient care
- Rx refills & clarifications are frustrating and time consuming
- Poor transfer of information obstructs care coordination
- Coordinating care through the treatment cycle is labor intensive and inefficient
Patient Engagement

• Lack of tools to communicate & schedule services
• No good way to notify patients, especially en masse
• Collecting info is hard (e.g. forms for worker’s comp)
Patient Engagement

- Lack of tools to communicate & schedule services
- No good way to notify patients, especially en masse
- Collecting info is hard (e.g. forms for worker’s comp)
- No way to close loop for things like immunizations
- No access to after hours services
Technology Barriers

• Solutions are typically expensive, hard to manage and need IT
• Too complicated and don’t solve pragmatic problems
• Information is siloed in other care settings
How can Updox help YOU avoid looking like this??
Patients

• Payers
• Pharmacies
• Acute
• Ambulatory
• External

Pharmacist
Pharmacy Connect... Securely connects and enhances all communications

Direct Email
Secure Messaging
Electronic Faxing

External
- Ambulatory
- Acute
- Post Acute
- Pharmacies
- Payers

Pharmacist
Patient Messaging
Notifications
Payments

Patients
Streamline Your Pharmacy Business

• Improve staff efficiency
• Streamline and centralize all of your provider and patient communication, allowing you to increase revenue by offering more clinical services:
  • Promote and schedule immunizations
  • Improve medication synchronization efficiency for your patients and your pharmacy
  • Offer health screenings & point of care testing
  • Manage pharmacist-identified drug therapy problems and prescriber consults
  • Engage your network & gain new customers through medication reconciliation post discharge
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- Smooth out the prior authorization process
- Facilitate physician referrals for pharmacist clinical services
- Avoid PHI worries with HIPAA-compliant communication
Helping to Solve the Challenges

• Manage communications including transition of care documents & PHI
• Communicate faster with physicians, care teams and patients
• Engage patients by offering convenient online customer service tools
• Drive clinical services revenue through improved care coordination processes
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- Manage communications including transition of care documents & PHI
- Communicate faster with physicians, care teams and patients
- Engage patients by offering convenient online customer service tools
- Drive clinical services revenue through improved care coordination processes
- Improve customer service with better communication & access
- Increase efficiency and reduce costs with paperless faxing
- Improve cash flow with online patient payments & credit card on file
Here’s How We Help
The Updox Difference

• Web-based with monthly subscription
• Consolidated inbox
• Easy to set-up and manage
The Updox Difference

- Web-based with monthly subscription
- Consolidated inbox
- Easy to set-up and manage
- Access from anywhere
- Pragmatic tools to solve today problems
- Enable communications within physicians workflow
Interfaced with QS/1

• Eliminate dual data entry with our QS/1 interface
  • Patients
  • Prescribers
• One-time historical load upon initial implementation
• Nightly patient and prescriber load to keep the systems synched
Customer Testimony

“The best thing is that it’s not a hard solution to use. We’re already saving money with it, and I see it as being very valuable to expanding our clinic operations. It’s saved a lot of time for staff also. All our communications, including faxes, Direct emails and messages from patients, are all routed to one inbox instead of a bunch of different programs. It’s so much easier on us all.”

Beth Bryan, PharmD, owner of Surgoinsville Pharmacy
Get Started Today!

Call 614-798-8170 option 1
Email sales@updox.com
Visit www.updox.com/pharmacy-connect

LIMITED OFFER: Enter promo code ‘backtoschool’ to get 10% off for 6 months
Questions?