

PHARMACIST PERSPECTIVES ON THE SPECIALTY FULFILLMENT PROCESS

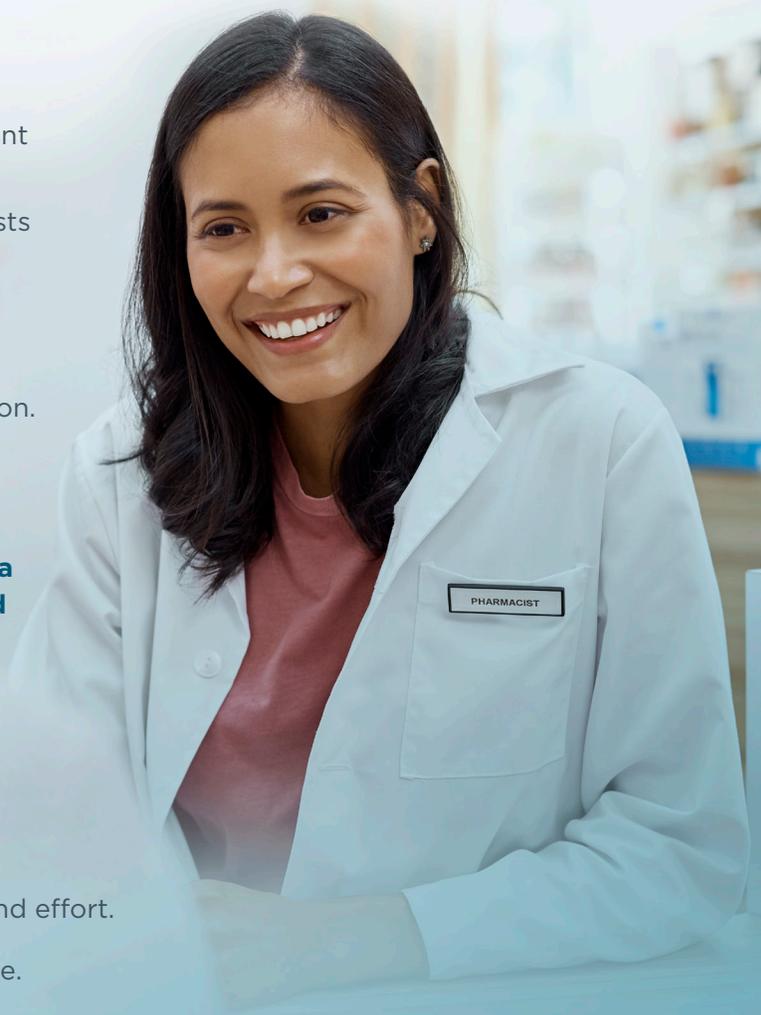
Treating serious and chronic conditions such as cancer, multiple sclerosis and rheumatoid arthritis is challenging. Specialty medications can be an essential part of the treatment plan, but they present challenges of their own to the healthcare system.

They are expensive: The average specialty drug costs nearly \$79,000 per patient per year¹ and specialty drug spending as a whole now accounts for nearly half of prescription drug spending in the U.S.² And medications for complex conditions often require special handling, management and patient education. Prior authorization requirements are the norm, causing administrative delays.

So what happens when all this complexity reaches specialty pharmacists? **Surescripts commissioned a survey of 414 specialty pharmacists to understand the challenges and bright spots in their work getting critical medications to patients.**

KEY TAKEAWAYS

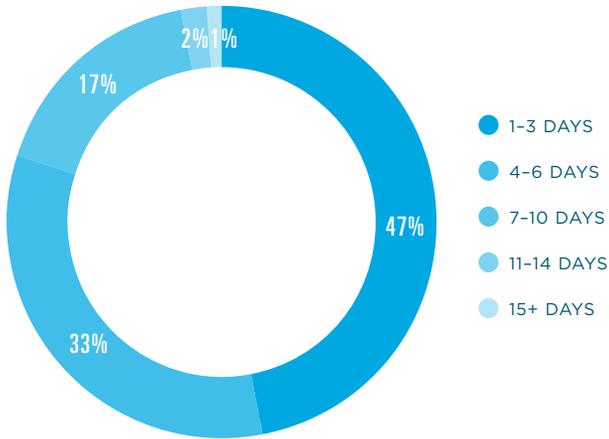
- Filling specialty prescriptions takes extra time and effort.
- Administrative work steals time from patient care.
- Prior authorization tops the list of stressors and delays.
- More complete and streamlined communications could make a major impact.



FILLING SPECIALTY PRESCRIPTIONS TAKES EXTRA TIME AND EFFORT

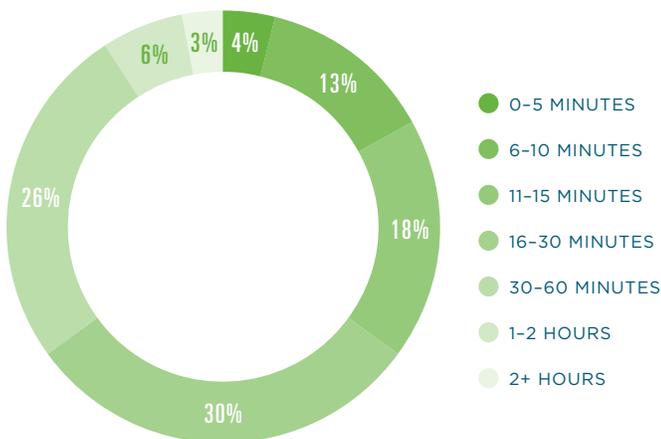
Half of pharmacists say **the average specialty prescription takes at least four days to fill** from the time it's received. Indeed, **wait times of 7-10 days aren't uncommon**.

Average Days to Fill a Specialty Prescription



Much of that time is spent on the phone. **Nearly two-thirds of pharmacists report spending over 15 minutes on the phone in order to fill the average specialty prescription for a patient. One in three spends at least half an hour.**

Average Phone Time Required to Fill One Specialty Prescription



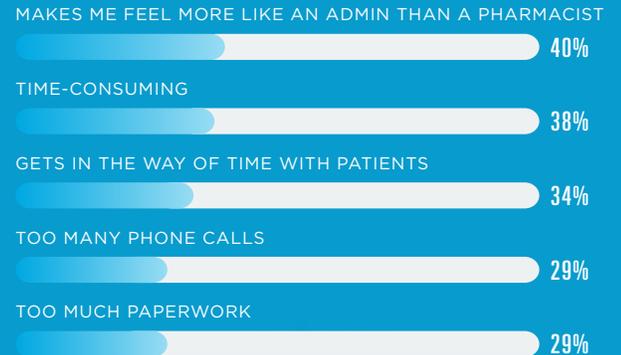
ADMINISTRATIVE WORK STEALS TIME FROM PATIENT CARE

The complex documentation requirements for specialty medications make some amount of administrative work unavoidable.

But for many specialty pharmacists, there's a severe imbalance between that work and their time with patients. In fact, **69% say administrative tasks interfere with providing patient care.**

For 40% of respondents, the current specialty prescription process is so burdensome that they say it makes them feel more like an admin than a pharmacist.

Top 5 Ways Pharmacists Describe the Specialty Fulfillment Process



SUCCESS AS A SPECIALTY PHARMACIST MEANS...

"Being able to provide exceptional patient care without having to compromise between patient-facing tasks and administrative tasks."

| *Hospital-based specialty pharmacist*

PRIOR AUTHORIZATION TOPS THE LIST OF STRESSORS & DELAYS

Seventy-one percent of specialty pharmacists say they are somewhat, very or extremely stressed at work.

Prior authorization is the most frequent cause of stress, but there are many others.

What's worse, administrative tasks don't just interfere with pharmacists' job satisfaction. Often, they delay patients from getting their medication.

SUCCESS AS A SPECIALTY PHARMACIST MEANS...

"Spending more time with direct patient care versus administrative duties like excessive paperwork and prior authorization approvals."

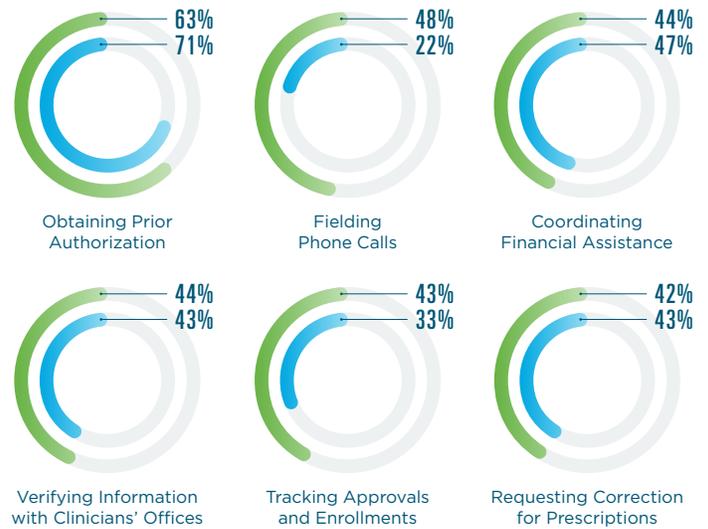
| *Chain pharmacist*

Administrative Tasks That Cause Stress and Delays

PERCENT OF PHARMACISTS AFFECTED

● Stress for pharmacists

● Delays in filling or shipping prescriptions



MORE COMPLETE & STREAMLINED COMMUNICATIONS COULD MAKE A MAJOR IMPACT

Specialty pharmacists work closely with the clinicians who prescribe the medications they dispense, and 80% say their relationship with prescribers is at least fairly positive. Still, there's plenty of room to improve how they exchange information. **An average day finds 79% of specialty pharmacists seeking additional information from clinicians at least three times—and 39% reach out five times or more.**

It's no surprise, then, that **86% of pharmacists say getting more complete information from clinicians would improve patient care, and 56% think streamlined communication—specifically, secure messaging within their workflow—would improve the fulfillment process.**

In an average day, how often do you seek out additional information from clinicians?



SUCCESS AS A SPECIALTY PHARMACIST MEANS...

"Making sure therapy is appropriate and safe for the patient, assuring the correct product is selected, packaged, and stored properly, and most importantly prioritizing communication and education of patients, other health care providers and caregivers, to provide the best care possible."

| *Independent pharmacist*

SETTING UP SPECIALTY PHARMACISTS & THEIR PATIENTS FOR SUCCESS

Overwhelmingly, the ability to touch patients' lives is what gives meaning to specialty pharmacists' work. Helping patients receive their therapies, consulting with patients and their caregivers, and providing patient education are by far the activities respondents report enjoying the most.

However, these committed care providers are often burdened by the administrative tasks required to fulfill specialty prescriptions. The data in this survey both illuminates the barriers they face and points the way toward some solutions.

For instance, we can focus on getting pharmacists all the information they need at the time of prescribing, so they

don't have to make phone calls and track down details after the fact. We can make prior authorization swift, electronic and even automated. We can reduce paperwork and, instead, deliver comprehensive data that's pulled directly from patients' electronic health records.

When we replace manual work with an accurate, electronic workflow, patients get essential therapies sooner and specialty pharmacists have more time to do what matters most to them: help patients.

ABOUT THE SURVEY

Surescripts partnered with Survata to administer a 33-question online survey to 414 active specialty pharmacists between February 19 and February 25, 2020. Survata calculates a 2% margin of error for this study at a 95% confidence level. Figures have been rounded to the nearest percentage point.

1. Dena Bunis, "Specialty Drug Prices Soar to Nearly \$79,000 a Year," AARP.org, June 25, 2019, <https://www.aarp.org/politics-society/advocacy/info-2019/specialty-drug-prices-rise.html>.
2. "2019 Drug Trend Report," Express Scripts, accessed March 23, 2020, <https://www.express-scripts.com/corporate/drug-trend-report#2019-in-review>.

Recommended citation: Surescripts, "Pharmacist Perspectives on the Specialty Prescription Process," April 2020, <https://surescripts.com/specialty-pharmacist-survey>.

Our purpose is to serve the nation with the single most trusted and capable health information network, built to increase patient safety, lower costs and ensure quality care. Since 2001, Surescripts has led the movement to turn data into actionable intelligence and convened network participants to enhance e-prescribing, inform care decisions and advance healthcare. Visit us at surescripts.com and follow us at twitter.com/surescripts.

MKTG 7285 | April 2020 | Copyright ©2020 by Surescripts, LLC. All rights reserved.

