Overview

- History of the Walgreens Bedside Delivery program
- Value to Discharge Patients and the Hospital
- Walgreens Bedside Delivery Program*
- Next Steps

*Express prescription pick-up services available
History of the Bedside Delivery Program

- Health System pharmacies began providing Bedside Delivery to discharge patients

- Piloted the program in South Florida to offer the same service from a nearby Walgreens retail location

- Over the past 2 years, the program has grown to over 145 Health Systems where both pharmacies on site and retail locations are providing Bedside Delivery Services
Hospital Discharge Solutions

Hospital
Cardiovascular
Oncology
Specialty (e.g. RA)
Neurology/Psych
Renal/Gastrointestinal
OB/Gyn
Ortho/Surgery/Pain
Emergency Room

Bedside Delivery
• Bedside Delivery can be offered to all patients on all floors
• Patients can choose to opt in to BSD for:
  -- Assistance with medication adherence
  -- Increase patient satisfaction
  -- Convenient solution

WellTransitions
In addition to bedside delivery, hospital is able to contract with Walgreens to provide additional FOCUS on:
• Chronic High Risk Patients
• Reducing Preventable Readmission Rates
Process & Value of Bedside Delivery Service

**BSD Technician**
- Staffed* to coordinate prescription delivery

**Deliver Rx's to**
- Discharge patients who opt in

**48 hour post discharge**
- Wellness "check-in" call made by the pharmacy technician

---

**Value of Bedside Delivery Service**

**Patient**
- Increased *convenience* and *satisfaction*
- One step to prevent future medical complications
- Additional healthcare provider resource within the community

**Health System**
- Partnership with a community provider
- Providing a seamless set of solutions to patients
- Improvement of HCAHPS (customer satisfaction) Scores
- Specifically, communication about medicines and discharge information

*BSD technician hours vary

©2013 Walgreens
Information: For internal use only
Bedside Delivery Workflow*

Walgreens technician notified of patient discharge (determine by hospital & Walgreens)

Dedicated Walgreens technician explains BSD program to patient & obtains consent

Upon patient opt-in, prescriptions processed & payment arranged with patient or caregiver

Consultation offered & provided **

Discharge prescriptions delivered at the patient’s bedside or express pick-up

48-hour post discharge wellness “check-in” call made by the pharmacy

*Can be tailored to the Health System/Hospital
**Medication counseling requirements are subject to state specific regulations

©2013 Walgreen Co. All rights reserved. Confidential and proprietary information
For internal use only
Standard Operating Procedures for BSD

1. Offering BSD service to the patient

   Dedicated Walgreens BSD tech:
   1. Notified of discharge patient(s).
   2. Explains the BSD program to the patient(s).

2. Patient Opt-In

   Patient reviews BSD consent form and
   1. Whether they wish to have Walgreens fill & deliver their discharge medication.
   2. For additional information.

3. Prescriptions Processed & Payment Arranged

   1. Discharge prescription(s) and signed consent form are faxed to the pharmacy.
   2. Pharmacy staff contacts the patient to confirm insurance & the method of payment (cash, card, patient account, Walgreens Card, etc.).

4. Discharged Medications Filled & Documented in IC+ System

   1. Pharmacy fills the prescription(s).
   2. Discharge BSD is IC+ Sys.iedoed.
   3. Bag discharge medications in a
      securely bag & given to patient d/or
      pharmacy for further handling.

*Upon patient opt-in, the patient must sign the BSD consent form.

©2013 Walgreen Co. All rights reserved. Confidential and proprietary information.
For internal use only.
Standard Operating Procedures for BSD (continued)

5  Discharge Medications Delivered to Patient’s Bedside
   1. BSD tech delivers discharge medication(s) to the patient and verifies patient identity 
   2. Removes medications from security bag to review with the patient & prepare for RPh consultation

6  RPh Consultation
   1. The BSD tech calls the pharmacist on the dedicated pharmacy line for patient consultation
   2. Patient signs record of delivery section on the consent form
   3. BSD tech collects payment
   4. The technician re-assembles medications in a security bag & hands bag to the patient

7  Communicate with hospital staff
   1. BSD technician notifies RN that discharge medications have been delivered to the patient
   2. BSD technician communicates any discharge medication discrepancies to the RN

8  BSD technician on site
   1. Puts medications in temporary boxes on patient’s bedside
   2. BSD technician communicates with RN that medications have been delivered
   3. Reporter in the room asks indication that medications have been delivered
   4. Send completed form to the RN

*BSD team members must check with the hospital on their ID double check procedures and abide by them
**Medication counseling requirements are subject to state specific regulations
***Credit card transactions must be entered as express pay
Section A: Must be completed & signed by the patient upon opting-in for the BSD service.

Section B: Must be signed by the patient after RPh consultation has been conducted and discharge meds delivered to the patient.

Section C: To be completed by BSD tech after discharge meds to the patient have been delivered and RX labels affixed to the back of the consent form.
Express Pick-Up

Express pick-up is a service in which prescriptions will be filled and available for pick-up at the patients’ Walgreens pharmacy* (with convenient drive-thru) upon discharge.

Express pick-up is recommended for discharge patients who are:

- Discharged after bedside delivery hours
- Discharged prior to being able to receive bedside delivery services
  - For example: Patient is discharged at 11:00am and MD issues discharge prescriptions at 10:45am
- Requesting their local Walgreens pharmacy for their prescription services

*Express pick up available at patients’ Walgreens of choice or Walgreens participating in Bedside Delivery Services
Express Pick-Up Process

Hospital team members are to follow the procedures below when patients request express pick-up.

Fax the following information to: <insert pharmacy fax #>

- Patient Face Sheet (demographics/insurance information)
- Patients' Discharge Prescriptions
  - Place the Walgreens "W" sticker (provided by Walgreens) on the original prescription (to indicate request for express pick-up)
- Patient hospital room phone number (in case of insurance questions)
- Hospital team member contact information (in case of missing information or problems with the prescription)

To confirm receipt of the fax, please contact the pharmacy at:
<insert pharmacy phone #>
or
Bedside delivery technician at:
<insert BSD cell phone #>