

Kootenai Clinic Cancer Services: Procedure for Prescribing and Dispensing Oral Chemotherapy

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Procedure for prescribing and dispensing oral chemotherapy and other specialty medications at Kootenai Clinic Cancer Services.

Responsible Persons: Physician (MD), Collaborative RN, Pre-authorization (Pre-auth) Team, Social Services, Patient Services Coordinator (PSC), Nurse Navigator, Triage Nurse, Pharmacy

For any prescription for a specialty medication to be processed through Kootenai Clinic Cancer Services Specialty Pharmacy:

Physician Role:

1. Review treatment plan with collaborative RN.
2. Discuss plan with patient; patient consented to begin medication.
3. Enters orders using regimen in OncoEMR.
 - a. Utilize combined modality regimen if radiation is part of treatment plan.
 - b. Send script to KH Specialty Pharmacy.
 - c. Notify collaborative RN that above is complete.
 - d. Request that patient stay in room until Social Services can meet with him or her.
4. Complete dictation, including description of treatment plan and use of combined therapy if indicated.
5. Once alerted of patient receipt of drug, adjust regimen to reflect correct start date.

Collaborative Nurse Role:

1. Print materials and begin Oral Chemotherapy Checklist in the text note section of OncoEMR by selecting "Nurses Note" and adding a template to the text window.
 - a. Ensure physician roles have been completed.
 - b. Instant message Social Services, specialty pharmacy tech, pre-auth team, and PSC of new oral medication orders; message includes: patient name, medication name, exam room number for social work.
 - c. Forward copy of checklist to pre-auth team, Pharmacy CDA inbox, Social Work, and nurse navigator.
2. Meet with patient and review education information, including his or her need to contact the triage nurse when medication is received, setting expectation of multiple phone calls from clinic staff.
 - a. Provide MTM (multidisciplinary team meeting) handout and offer to schedule appointment.
 - b. Document patient education on MAR under "patient education."
3. If patient is receiving radiation therapy, place phone call to radiation RN to confirm therapy start date.
 - a. Ensure treatment schedule has been obtained and is in the EMR.
 - b. If patient is due to pick up medication and start radiation therapy on the same day, alert the radiation therapists and ask them to remind the patient about the drug pick up.
4. Continue to facilitate the checklist between individuals until each area is complete and it can be signed off. Do not sign off until checklist is complete.
5. If providing coverage in the collaborative RN role, access the primary collaborative RN's inbox to check for oral chemotherapy checklists.

Specialty Pharmacy Team Role:

1. Script received from MD; check inbox for checklist begun by the collaborative RN.
2. Technician checks insurance for filling instructions and coverage.
 - a. Notify Social Services, collaborative RN, pre-auth team, and PSC of status for dispensing and enters dispensing pharmacy information into the "Pharmacy Pick-Up appointment" on the treatment plan; removes 0.2 chair-length.
 - b. Forward ongoing pharmacy notes to the collaborative RN.

3. For medications covered under Part B Medicare: Fill and bill according to rules of Durable Medical Equipment for oral chemo with IV equivalent.
 - a. Patient may be able to pick up medication same day; alert collaborative RN of pick-up status so that chemo teaching can be completed if necessary.
4. For all non-Part B medication, check to see if it can be filled at KH Specialty Pharmacy; review authorization status.
 - a. If pre-auth team is required, await pre-auth letter and any other financial assistance.
 - b. If timeline is known, alert nurse navigator who will call patient with drug status; alert PSC who will schedule pick-ups as appropriate.
 - c. If patient has combined radiation treatment, medication should be filled and dispensed no sooner than one day prior to first radiation treatment.
5. Document on template, including planned arrival date of medication for mail order drug; send back to collaborative RN when complete.

Pre-Authorization Team Role:

1. Be alert to messages inbox and via instant messenger regarding new oral medication for patients.
2. Complete pre-auth section of checklist upon receipt from the collaborative RN.
3. Review patient insurance and chemo drug coverage.
4. Contact pharmacy via instant message to coordinate authorization process as pharmacy may need to complete certain authorizations.
5. If no further pre-auth is needed, contact collaborative RN and pharmacy by instant message.
6. If further authorization is needed, send copy of EMR and request to patient's insurance company.
7. If authorization is approved, scan copy of approval into OncoEMR, forward to the inbox, and send instant message to the following: PSC, collaborative RN, pharmacy, nurse navigator, and social work assistant.
 - a. Document note in OncoEMR.
8. If authorization is denied, communicate status to MD, pharmacy, collaborative RN, nurse navigator, PSC, and social work assistant by instant message and forward denial letter to inbox.

Social Services Team Role:

1. Check inbox for copy of checklist once alerted by the collaborative RN.
2. Meet with patient or phone patient on the same day drug is ordered to assess and discuss need for financial assistance, transportation, and lodging.
 - a. Provide risk acknowledgement form to nurse navigator.
3. If the patient does not need financial assistance, notify pharmacy, PSC, and nurse navigator.
4. If the patient needs financial assistance:
 - a. Check insurance status.
 - b. If uninsured, start application process for free drug program and obtain information from patient.
 - i. Print request from drug company; provide necessary information and fax back; call to confirm status.
 - ii. Call the company to check on status.
 - iii. If the free drug program is approved, notify pharmacy, PSC, collaborative RN, nurse navigator, and MD with estimated drug delivery date.
 - iv. If free drug is not approved, contact MD.
 - c. If the patient is insured, start an application for co-pay assistance and request copies of financial information from patient.
 - d. Send application to organizations offering co-pay assistance.
 - e. If the program covers the co-pay, notify pharmacy, PSC, collaborative RN, nurse navigator, and MD with estimated time of delivery of drug.
 - f. If co-pay assistance is not available, alert MD.
 - g. Document planned arrival date on checklist if applicable.
5. Document notes within checklist and forward back to collaborative RN when complete.

Role of the Nurse Navigator:

1. Make a phone call to the patient after medication pre-authorization and financial assistance process is complete.
 - a. Schedule chemo teaching appointment if needed.
 - b. Discuss MTM if it has not been scheduled or if it was declined.
 - c. Have patient sign Risk Acknowledgment (ABN) form
2. Meet with patient.
 - a. Document teaching in EMR.
 - b. Ask patient if he or she has received his or her medication. If not, remind patients that the triage nurse will be calling weekly and to alert the nurse when the drug is received.
 - c. If the patient has received the medication, confirm planned start date and ensure the regimen reflects start date appropriately.
 - i. If the regimen needs to be adjusted, alert the MD.
 - ii. Ensure necessary labs have been complete.

Role of the Patient Services Coordinator:

1. Upon being alerted by the collaborative RN, check inbox for checklist.
2. Call patient and schedule him or her for MTM. If patients decline, document in a text note.
3. Check pharmacy pick-up appointment on the treatment plan for filling status. If patient to receive medication from the specialty pharmacy, schedule pick up appointment.
4. Ensure nurse navigator is aware of status and scheduling of chemo teaching.

Role of the Triage Nurse:

1. Check daily schedule for oral chemotherapy monitoring calls.
 - a. Review drug information and adverse effects.
 - b. Follow Oral Chemotherapy Monitoring template.
 - c. Ask patient if he or she has received his or her medication.
 - i. If patient has not received it, instruct patient to call triage line upon receipt and prior to taking first dose.
 - ii. If patient has received medication, alert MD to adjust regimen if needed with appropriate start date.
 - iii. Ensure necessary labs are complete.
2. Review visit list for pharmacy pick-ups from the specialty pharmacy.
 - a. Plan to meet the patient in the waiting room and escort him or her to pharmacy for pick-up.