

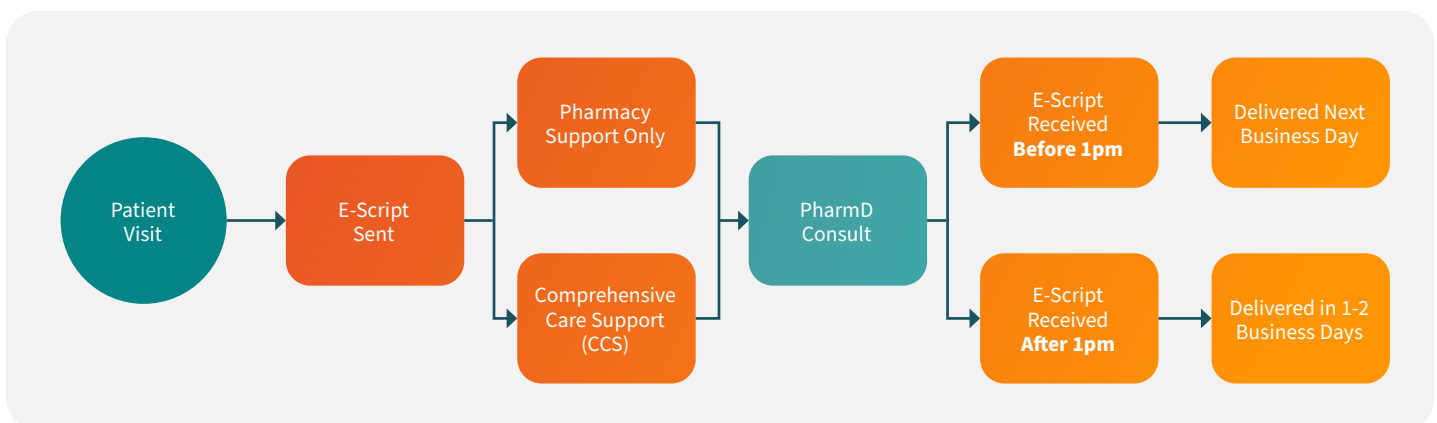
Sending Pharmacy Referrals

As the healthcare landscape continues to be redefined, your Catalyst Health team is evolving and expanding the availability of the Care Team to our network through new virtual avenues.

- 1** During the visit, discuss with the patient that they will receive a call from your pharmacy team or Care Team. Explain that we will fill and deliver their medications.
- 2** Send an E-Script to Catalyst Health Rx Pharmacy for all of the patient’s needed medications with one of the below categories listed in the **special instructions**:
 - a) Pharmacy Support
 - b) Comprehensive Care Support (CCS)

Tip: If your system supports it, use pre-set drop-down options or quick texts to notate special instructions more easily.
- 3** Include any additional instructions for your Care Team. (Example: Care plan specific instructions, Spanish speaking only, etc.)
- 4** Pharmacy Team will contact the patient within 1 hour* of receiving the E-Script with special instructions. **See flowchart below for delivery times.**
 - Inability to reach the patient may cause delay in medication delivery time.
 - If unable to fill in a timely manner, medications will be transferred to a pharmacy of the patient’s choice.
- 5** After the initial Pharmacist phone consult, prescriptions will be sent by courier or shipped via USPS depending on patient’s delivery address. If couriered, patients will receive real time notification updates of delivery status.
- 6** Patients needing Comprehensive Care Support will then be routed to the practice’s assigned Care Manager and Care Coordinator from the Pharmacy Team for additional follow up.

Patients may also still be referred for support through traditional workflows using LeadingReach.



*Pharmacy Team outreach to patient may be next day if E-Script received after 5 PM