If using your phone for audio, please dial in through Lync: 855-767-1051
Meeting ID: 193-95-328#
Thank you for joining, we will begin shortly.

Introducing Ask a Pharmacist

Eric Spahn, Pharm D, Program Analyst, VHA Pharmacy Benefits Management (PBM)
Connie Murphy, Program Manager, Office of Connected Care
Damien Sharp, Manager, MBL Technologies
If you are a Veteran, the Ask a Pharmacist App enables you to access information about pharmacies and medications easily – with the comfort of knowing the information is valid and from trusted sources.

If you have a verified My HealthVet account (credentials for VA’s personal health record), you can link to pharmacy and Secure Messaging services via the app, allowing you to quickly go to your personal medication and health information as well as learn about pharmacy-related topics.

This app was developed in collaboration with the VHA Office of Connected Care’s Web and Mobile Solutions, the VHA Pharmacy Benefits Management and the VA Office of Information & Technology.
The Ask A Pharmacist application is accessible through the VA Launchpad. The web URL is located at the bottom of the Launchpad display, which includes other VA production released applications.

https://veteran.mobilehealth.va.gov/lancehpad/
Access information about pharmacies and medications easily – with the comfort of knowing the information is vetted and from trusted sources.
Learn about My HealtheVet’s Pharmacy Services, including the ability to refill and track your VA prescriptions.
View My HealtheVet Pharmacy Services

Learn about My HealtheVet Medication FAQ's and track your VA prescriptions.
Learn how to read a prescription label and identify pills by image.
Access reliable, VA-approved resources about drug information as well as administering and disposing of medications.
VA Trusted Medication Resources

VA Health

_ask a Pharmacist_

Consumer Drug, Herbal & Supplement Information

Get the latest Safety Articles on Medications
Links to up to date information on medication recalls, market withdrawals, and safety alerts.

Medications
Informational about prescription and over the counter (OTC) medications.

Reporting Medication Errors
Resources for reporting problems with human medical products.

Safety Practices
Resources for medication safely at home.

Review the latest medication safety articles and reporting medication errors.
Review Frequently Asked Questions about VA National Formulary, including determining if products (drugs & supplies) are listed.
PBM Services search for products (drugs & supplies) that are listed in the VA National Formulary.
About VA Pharmacies

Easily locate your VA pharmacy, and learn how VA pharmacies operate.

How Do VA Pharmacies Operate?

Prescription drug services are a major component of outpatient services provided to eligible patients of the Department of Veterans Affairs (VA). These services include direct and indirect patient medication counseling, drug and supply dispensing services, and clinical pharmacist activities as a component of the interdisciplinary health care team. VA Pharmacies are committed to providing exceptional quality and service and strive to be the healthcare provider of choice. In an effort to provide this level of service for all of our Veterans, we ask that you use our service in the following ways:

1. At the pharmacist's professional discretion, a short supply (partial prescription) of any new or immediate need medication may be provided for pick-up at our Outpatient Pharmacies. The majority of veterans receive all non-immediate need medications through mail order.
2. All applicable prescriptions and refills will be processed through our mail order pharmacy system. We ask that refill requests be at least 10 days prior to running out of medication using the automated telephone refill (ATR) system or MyHealtheVet.
3. It is VA policy that all Veterans receiving care at more than one VA facility must have care coordinated by the “preferred facility”, and that non-preferred facilities must expedite care provided to traveling Veterans with unexpected medical needs. These needs include the ability to obtain refills for prescriptions from their preferred VA facility.
4. No prescription can be filled for more than a 3 month (90-day) supply of medication. No prescription may exceed 12 months of therapy (including refills). For some prescriptions, a one-month (30 days) or less limitation may be established.
   See Definition of Controlled Substance Schedules (DEA)
5. Prescription refills for recurring and/or continuous need medications and medical supplies must be dispensed in accordance with the authorization of the provider. Local facility policy may further limit the number of refills to the next scheduled clinic visit. Prescriptions can be refilled only on a request from the patient and must not be automatically dispatched.
6. Prescriptions written by one VA facility for dispensing by another VA facility is discouraged. The facility of the provider prescribing the medication or supply is responsible for all dispensing. This does not apply to prescriptions written at a physically separate location of the same facility.
7. All patients, including those discharged from inpatient facilities, are to be educated about their medications prior to, or at the time of, dispensing. Such counseling needs to be tailored to the patient by focusing on their individualized drug regimen.
Questions?
Access information about pharmacies and medications easily – with the comfort of knowing the information is vetted and from trusted sources, including the Sending of a Secure Message.
Send a Secure Message

Learn about sending a Secure Message to your VA care team.
VHA Pharmacy Utilization of Secure Messaging

✓ 21 VISNs with SM Triage group containing ‘PHARM’
  ▪ 15 VISNs with SM Triage group containing ‘Ask’ and ‘PHARM’
✓ 108 Primary Stations with SM Triage group containing ‘PHARM’
  ▪ 44 Primary Stations with SM Triage group(s) containing ‘Ask’ and ‘PHARM’
Of the 108 Primary Stations with SM Triage group containing ‘PHARM’:

- 522 SM Triage Groups containing ‘PHARM’
  - 266 for General Pharmacy Services
  - 152 for Clinical Specialty Services
  - 67 for Ask A Pharmacist Services *containing ‘Ask’ and ‘PHARM’
  - 20 for PACT Services
  - 17 for HBPC Services
VHA Pharmacy Utilization of Secure Messaging

- PHARM: 51%
- SPECIALTY: 29%
- AAP: 13%
- PACT: 4%
- HBPC: 3%

VETERANS HEALTH ADMINISTRATION
VHA Pharmacy Utilization of Secure Messaging

- PHARM: 13%
- AAP: 51%

VETERANS HEALTH ADMINISTRATION
‘PHARM’ SM Triage Groups by Specialty

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count of Triage_Group_Name</th>
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<tbody>
<tr>
<td>anticoag</td>
<td>92</td>
</tr>
<tr>
<td>other (women's health, endo, pain mgmt, etc)</td>
<td>28</td>
</tr>
<tr>
<td>diabetes</td>
<td>11</td>
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<tr>
<td>mental health</td>
<td>9</td>
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<tr>
<td>oncology</td>
<td>7</td>
</tr>
<tr>
<td>lipids</td>
<td>5</td>
</tr>
<tr>
<td>Grand Total</td>
<td>152</td>
</tr>
</tbody>
</table>

Pie chart showing:
- Anticoag: 61%
- Other (women's health, endo, pain mgmt, etc): 5%
- Diabetes: 6%
- Mental Health: 7%
- Oncology: 18%
- Lipids: 3%
AAP Marketing Tools...

https://mobile.va.gov/training/ask-a-pharmacist/

- User Manual
- Quick Start Guide
- Slideshow
- FAQs
Marketing Pilot Sites

- Boston
- Portland
- Little Rock

Pharmacists and MyHealtheVet Coordinators will market the Ask a Pharmacist application to Veterans utilizing marketing brochures and pamphlets at the pilot sites.
Questions?
Thank you.

What future topics would you like to discuss?

Let us know by providing feedback at the link below:

https://www.surveymonkey.com/r/ZHC3VHW