

# Enhancing Pharmacy Care for Substance Use Patients

KHIE Story: Med-Save Pharmacy

## At a Glance

Med-Save Pharmacy integrated the Kentucky Health Information Exchange's (KHIE) ePartnerViewer into its daily workflow when serving outpatients in substance use programs, many of whom are Medicaid patients receiving care from a variety of healthcare providers in different locations. The challenges of not having complete medical histories for these patients are effectively addressed through KHIE, enhancing the patient care provided by the pharmacy. It turns out that using this tool to serve patients also increases the pharmacy's operational efficiency.

## OBJECTIVES

Med-Save leverages patient health information, specifically Medicaid claims data, readily-available in the KHIE ePartnerViewer, to streamline the information gathering process for brand new patients not yet entered in their pharmacy electronic system.

### Challenges

- (1) There is a lack of health information on substance use patients who are placed in treatment facilities in a city away from their primary care providers.
- (2) Information gathering can be delayed as pharmacists might not be notified when patients are transitioned.

## SOLUTIONS

KHIE's ePartnerViewer emerged as a valuable tool to the pharmacy.



The **ePartnerViewer** offers the pharmacists an efficient way to gather contact information from other healthcare organizations that wasn't already captured in the pharmacy electronic system.



Accessing the **Medicaid Claims** data in KHIE provides a better picture of the patient's health status, current treatment plan, and past care received; thus, minimizing the tedious process of information gathering from other healthcare organizations.

## BENEFITS



### Improves Care Continuity

Significantly improves continuity of care for vulnerable patients by ensuring pharmacists have real-time access to up-to-date health information, regardless of where the patient seeks treatment.



### Enhances Operational Efficiency

Increases operational efficiency by reducing wait time associated with verifying insurance coverage and gathering health patient information and medication history.



### Informs Care Planning

Enhances communication and care planning when a longitudinal health record is available, making interactions over the phone or with care coordinators more effective and informed.

## Participant Soundbite

" I log into KHIE and I can find a new patient's home zip code which helps me with their insurance, because most of the patients that we are serving in this population are on Kentucky Medicaid. It also lets us search for other information about their medical history, such as their KASPER report before we are having interactions with the patient... KHIE helps us streamline the pharmacy process so we can get a lot of our questions answered just from data that is out there before we meet the patient. "

- Lakin Mills  
Pharmacist-In-Charge; Owner  
Med-Save S. Lexington

## Learn more

Do you have a KHIE use case you want to share? Contact us:

 [KHIE.ky.gov](https://KHIE.ky.gov)

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