

# Reconciling Medications for Med-Packaging Patients through KHIE

KHIE Story: Med-Save Pharmacy

## At a Glance

Med-Save Pharmacy leveraged KHIE's secure access to comprehensive patient health information to markedly enhance its med-packaging service aimed at supporting those individuals in assisted living and those requiring additional care at home. KHIE facilitates healthcare coordination and supports Med-Save by making the Medicaid Claims data available for use by the pharmacy to manage medications for its Medicaid patients.

## OBJECTIVES

Med-Save offers a med-packaging service to its patients. To provide optimal delivery and care coordination, Med-Save must have up-to-date patient health information and the latest medication history.

### Challenges

- (1) Some patients cannot recall information when Med-Save gathers information directly from them.
- (2) Lack of access to patient health information delays care and delivery of medication, requiring pharmacists to manually obtain information over the phone or via fax.

## SOLUTIONS

KHIE's ePartnerViewer and Event Notification Service emerged as valuable tools for the pharmacy.



The **ePartnerViewer** offers a comprehensive review of the patient's health history and is used to reconcile the information the patient provided, helping to identify discrepancies and inform medication treatment plans.



**Event Notifications** are set up to track when patients are admitted to an emergency room or hospital, informing pharmacists when their patients move through the healthcare system.

## BENEFITS



### Immediate Access to Pertinent Medication Information

KHIE informs patient care by providing immediate access to a patient's medical history, medications, and specialty visits. This allows for proactive recommendations for dosage changes that might have been missed initially, leading to better patient outcomes.



### Improves Patient Tracking

KHIE informs organizations when a patient has been in the hospital, enabling them to promptly track medication dosage changes. This reduces the risk of medication errors and contributes to efficient patient care.



### Decreases Communication Time

Access to KHIE data improves the efficiency of patient care by decreasing the need to fax medication lists and reducing the need to wait for a response.

## Participant Soundbite

“ The KHIE [ePartnerViewer] really gives us a full look into the patient where if we were all within one healthcare system, we would be able to see that information. KHIE lets us be integrated within the healthcare system instead of a standalone independent business. ”

- 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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