

SUCCESS STORY

Clinical Support Solutions

Increased Efficiency and Saved Clinic Staff Time with IKS AssuRx™



CLIENT PROFILE

This multispecialty group is part of one of the largest corporate-owned provider groups in the country. With over 50 specialties, they offer comprehensive medical care of the highest quality to patients.

CHALLENGE

- High physician burnout due to lack of a technology-enabled centralized solution for prescription management
- Lack of standardization in prescription refill requests, leading to potential gaps in quality of care and patient safety

SOLUTION

- Collaborated with various department chairs to review clinical protocols, identify gaps/issues, and finalize a comprehensive rule book for managing refill requests
- Implemented IKS' proprietary technology to centralize prescription refill requests from various sources, including patient portals, calls, and Surescripts
- IKS pharmacists applied approved protocols and route requests, based on outcomes, to either clinicians, clinic staff, or front desk

RESULTS

- Started with a small pilot in internal medicine and gradually expanded the scope to pediatrics, obstetrician-gynecology, cardiology and gastroenterology
- Drove ancillary revenue by assigning prescription requests and recommending lab tests or office visits for clinician review in the EHR
- Processed over 840K prescription refill requests

“IKS AssuRx helps save me (for both staff and myself). I no longer have to review and modify the prescriptions, hence I am able to deliver better patient care.”

“IKS AssuRx helps save a lot of my staff's me and has helped to enhance rapport with my staff.”

IMPACT DELIVERED

85,900+

Potential medication errors identified and prevented

46,000+

Hours of physician and clinic staff time saved

\$1.38M

Annual cost savings delivered for medical assistants' time



To learn more about IKS Health Clinical Support Solutions, contact us today at info@ikshealth.com.

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