

# SUCCESS STORY

## Clinical Support Solutions

### Reduced Administrative Burden and Improved Patient Safety with IKS AssuRx™



#### CLIENT PROFILE

A not-for-profit, integrated healthcare system and leader in medical research, teaching, and patient care with more than 70 locations.

#### CHALLENGE

- Lack of standardization in prescription refill requests leading to potential gaps in quality of care and patient safety
- High administrative burden on clinic staff leading to burnout

#### SOLUTION

- Implemented IKS' proprietary technology to centralize refill requests from various sources, including patient portals, calls, faxes, and surescripts
- Worked with clinical champions to finalize a comprehensive rules book for managing an increasing number of refill requests
- Applied predefined approved guidelines, protocols, and route requests, based on outcomes, to either clinicians, clinic staff or front desk

#### RESULTS

- Expanded medical coverage from adult Primary Care to Pediatrics, Allergy, Neurology, Rheumatology, Gastroenterology, and Dermatology
- Drove ancillary revenue by assigning prescription requests and recommending lab tests or office visits for clinician review
- Identified and prevented 26% of potential medication errors

#### IMPACT DELIVERED

(Oct 2021 - Sep 2023)

## \$3.1M

Annualized cost savings of medical assistants' time

## 102K hours

Annualized medical assistants' time saved

## 65%

Reduction in prescription renewal burden

“That is incredible! I have appreciated so much having IKS Health AssuRx™ (IMMERSE / e-prescription renewals) behind my scripts - they have caught many that would not have been safe to fill, and I have realized with IKS AssuRx's help how the pharmacy systems do not have many safety barriers and are really set up to get med refills through.”

-Physician Care and Obesity Medicine Physician



To learn more about IKS Health Clinical Support Solutions, contact us today at [info@ikshealth.com](mailto:info@ikshealth.com).

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