

Increased efficiency and saved clinic staff time with IKS AssuRx™

Client overview

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 Health's 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

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

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.”