

Increased practice size and reduced prescription renewal burden with IKS AssuRx™

Client profile

A large independent multi-specialty medical group in the northeast region with more than 560 physicians and advanced practice professionals offering the highest quality medical care through a suite of medical services to help people live healthier lives.

Challenge

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

Solution

- Implemented IKS Health's proprietary technology to centralize refill requests from various sources, including patient portals, calls, 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 or clinic staff

Impact delivered (Oct 2021 – Sep 2023)

**\$1.6M**

Annualized cost savings of medical assistants' time

**75%**

Reduction in prescription renewal burden

Results

- Expanded practices from Internal Medicine to Family Medicine, Rheumatology, Pediatrics, OB/GYN, Cardiology, Gastroenterology, Hematology/Oncology, Neurology, and Urology
- Drove ancillary revenue by assigning prescription requests and recommending lab tests or office visits for clinician review
- Identified and prevented more than 98K potential medication errors
- Saved 52K hours annualized medical assistant time



"Overall experience has been great. It's great, the prescriptions are just delivered, all I have to do is sign them off and that's easy for me"

— Physician champion, Internal medicine

To learn more about IKS Health prescription renewals management solution, contact us today at info@ikshealth.com.

Learn more