

# 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 Health's 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

## 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

## Results

- Expanded medical on 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

“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