

## Case Study

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# Epic Care Expands Options for Patients and Enhances Care with McKesson Specialty Health In-Office Dispensing

Epic Care was founded in 1990 as a cancer treatment center based in the East Bay region of San Francisco. The practice has since grown into a large multi-specialty group, with 60 plus specialists working in oncology, hematology, surgery, internal medicine and primary care. Epic Care now has 22 state-of-the-art care centers located throughout the East Bay area, providing high quality comprehensive healthcare for patients in convenient community settings. The practice is committed to providing the newest breakthroughs and advancements in healthcare to its patients, as well as offering compassionate, supportive care.

In 2014, Epic Care established in-office dispensaries in their practice locations to dispense oral and self-injectable oncology and supportive care medicines. However, after opening the dispensaries, Epic Care faced difficulties in obtaining physician and staff compliance with filling prescriptions in-house, resulting in a significant number of prescriptions being sent to outside specialty pharmacies instead of to their in-office dispensaries.

By failing to maximize in-house dispensing capabilities, Epic Care was missing out on potential revenue, as well as the opportunity to improve medication adherence by educating patients about their drugs at the point-of-care. Not only were prescribing patterns a problem, Epic Care also struggled to optimize dispensing because their current pharmacy management system had limited capabilities and was difficult to use, encumbering productivity. The practice needed innovative solutions for the many obstacles their dispensaries were facing.

## Pharmacy Optimization Team Delivers Strategies to Drive Success

To solve these challenges, Epic Care turned to McKesson Specialty Health, who was already providing strong support for the infusion drugs they dispensed. McKesson's team of in-office dispensing experts quickly identified that the first step to dispensary optimization was replacement of the practice's sub-optimal pharmacy management system with McKesson's more robust and intuitive Pharmaserv. Designed to increase operational efficiencies and cost savings through better drug management, Pharmaserv was much more comprehensive and user-friendly than their current system, elevating Epic Care's dispensing capabilities to a whole new level of performance.

Next, the McKesson team realized Epic Care needed to modify their e-prescription processes and gain better visibility into the volume of prescriptions being filled in-house and externally, as well as prescriber patterns to identify those who were underutilizing the dispensary.

McKesson collaborated with Epic Care's clinical team to optimize dispensing strategies by:

- Implementing a new user-friendly and informative pharmacy management system, Pharmaserv
- Simplifying e-prescribing processes by developing new workflows and SOPs for staff with e-prescribing privileges, including reducing the number of staff with privileges and transferring those privileges from several registered nurses (RNs) to a few select nurse practitioners

- Developing a weekly audit report to track patients who were prescribed an oral chemotherapy medication that was sent out externally to a specialty pharmacy when it could have been filled in-house
- Shifting prior authorization management from RNs to medical coordinators in a newly created central department, improving the prior authorization process
- Driving awareness of practice e-prescribing goals and patient benefits of the in-office dispensary through coordinated education during regular staff meetings, conference calls and other communication channels to department heads and site managers



### Epic Care

**Established**  
1990

**Location**  
22 care centers located throughout the Northern California East Bay area

**Clinicians**  
60+

**Daily Patient Volume**  
900 provider appointments/day

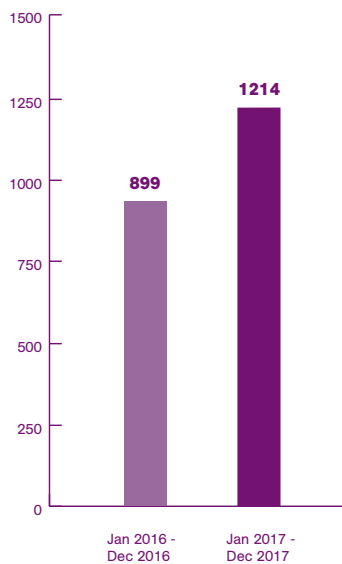
## Key Outcomes

After Epic Care implemented McKesson's In-Office Dispensing Optimization Plan and Pharmaserv, the dispensary experienced a 65% improvement in prescriptions filled in-house by 65%, which drove a 117% improvement in revenue and a 65% increase in profit year-over-year. *Tim Cox, Oral Pharmacy Technician, summarizes the value McKesson brings to Epic Care:* "We are extremely pleased with the high level of support we receive from McKesson, whose help in developing optimization strategies and performance reports has been invaluable. Pharmaserv helps us control all of our pharmacy data and is very user-friendly and easy to learn. The intuitive interface makes it simple to add data or quickly look up patient insurance information. Pharmaserv increases our efficiency and helps us improve care by giving us greater control over medication education and administration."

Additionally, patient treatment plan management was improved, resulting in more efficient and effective care. The patient experience was also enhanced, with convenient in-office access to financial counselors who were knowledgeable about oncology-specific co-pay cards and other financial resources. These highly-skilled, compassionate professionals provided patients with hands-on assistance in accessing financial aid to make medications more affordable.

Oral and self-injectable medication compliance and adherence also improved as a result of the specialized education patients received from the oncology experts in the dispensary. Dispensary staff provided patients detailed information about their medications, potential side effects and key clinical benefits while closely monitoring administration and compliance. This high level of personalized, patient-centric care provided a better patient experience while supporting the physician's ability to deliver optimal care and outcomes.

## Annual Prescriptions Filled



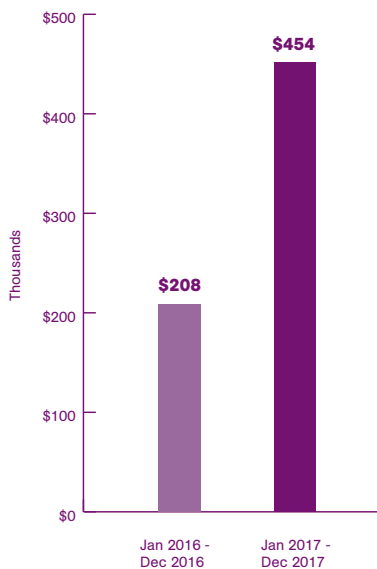
\*Added 328 prescriptions year-over-year (65%)

## Annual Profit



\*Average increase of 65% year-over-year

## Annual Revenue



\*Average increase of 117% year-over-year

## Learn More Today

To learn more about our In-Office Dispensing Solutions for oral therapies, email us at:

[dispensing.solutions@mckesson.com](mailto:dispensing.solutions@mckesson.com)