

**UAB** MEDICINE



Children's  
of Alabama



# Managing Medication: The Role of a Nurse Coordinator

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# Changes in clinic

- All outpatient appointments have been either rescheduled or moved to telehealth visits
- Appointments were transitioned to telehealth starting March 16
- In-person visits are assessed on a case-by-case basis
- Transitions from phone calls to electronic messaging such as a patient portal

# Nurse Coordinator Role

- For the most part the same as prior to COVID-19
- Most working from home with limited access to the office
  - Secure login to hospital system remotely
  - Able to electronically send scripts to pharmacies
  - Secure patient portal communications with families
- Transitioning from in-person visits to telehealth visits
  - Instructing families how to do a telehealth visit

# Medication refills

- Count the number of days you have left on the prescription
- Check with your pharmacy to see when the first day your insurance will allow the prescription to be filled again
- Check to see if you can get more than a 30-day supply
- Ask for the refill to be placed on automatic refill so that it is available as soon as the insurance allows it (this will also allow for a renewal request to come to the physician office sooner if it is needed)
- Get notification when the medications are ready for pick-up at the pharmacy

# Medication refills

- Call your physician's office at least 2 business days before you need the medication refill
  - Pharmacies are super busy right now
  - Medical staff working from home, delay in getting message request
  - Balancing own children at home and work responsibilities
- Alternative ways to get your refills
  - Use drive thru at the pharmacy
  - Home delivery
  - Switch to mail order
  - Ask a friend or neighbor (in advance) to help pick up medications
  - Some pharmacies are offering pay ahead on store apps so that it is contactless pickup

# Mail Order

- Request a tracking number if possible
- Allow at least 4-5 days before the home supply is out
- Ask the pharmacy what is the fastest method of shipping that they can send the medication
- Contact the prescribing office to determine if there is another medication that a local pharmacy has that can help until med arrives

# Specialty medications

- Does your medication require prior authorization (PA)?
  - Know your PA dates –when the approval starts and when it ends
  - Insurance company decisions or approval or denials are taking a little longer for responses
  - Notify the prescriber's office on the day that the previous PA expires
  - Don't wait for your pharmacy to initiate it – they will wait until the refill is due again- this might cause a delay in your medication and increase stress and anxiety
  - PA renewals can't start until the previous one expires

# Communicating with your clinic

- Gather your questions and group your request together if possible
- Use patient portal (online messaging) system for all non-urgent questions
- If a true emergency- same as prior to COVID-19, contact the office the way you normally would or call 911