



Arizona Oncology: In-Office Dispensing Process

Physician Decision & Patient Teaching

- Physician determines oral therapy, enters prescription in EHR, and ePrescribes to in-office dispensing technician.
- Depending on physician preference, patient education is completed by physician or advanced practice provider during the office visit or a chemo teaching appointment is set up as a separate office visit with advanced practice provider.
- Oral consent form is reviewed with patient and signed. Patient receives a copy.
- Documentation of chemo teaching is entered into the EHR.
- Starter kits may be handed out at the time of chemo teach.

Follow-Up

- Follow-up occurs within 1 week by advanced practice provider or physicians, depending on the site and provider preference.
- In-office dispensing technician follows up on refills and documents this follow-up in EHR.
- At all office visits, the adherence form is completed and reviewed by the provider.

In-Office Dispensing Technician Coordination

- In-office dispensing technician runs prescription through QS/1 (pharmacy management software).
- If in-office dispensing technician cannot fill the prescription, it is sent out to required specialty pharmacy; in-office dispensing technician documents this in the EHR and notifies patient.
- If the prescription can be filled, the in-office dispensing technician notifies patient and begins coordination for delivery.
- For high-dollar, single-source drugs, staff automatically research co-pay assistance.