



# Assyst Rx

## Empowering Patient-centric Pharmacy Management Practice

The latest evolution in pharmacy management software systems:

- Streamlines prescription dispensing
- Connects with provincial health databases and drug information systems
- Clinical applications improve care delivery for better outcomes

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## Enabling Pharmacist Transformation for Improved Patient Care

It's a fact. Healthcare consumers are taking a more proactive role in the management of their personal health because traditional care delivery practices are failing to meet their expanding and often complex needs. As a result, new patient-centric models of care are evolving, accelerating the transformation of pharmacists into front line healthcare providers. At the same time pharmacists are faced with increasing work loads and expanding pressure to reduce costs. In order to meet the challenges of this rapidly changing environment and successfully manage this transformation, innovative technology is required.

TELUS Assyst Rx empowers pharmacists with real-time decision-making clinical information to efficiently deliver high quality patient care and improve patient satisfaction, all while helping pharmacies become more profitable. It effectively manages patient files, prescriptions, inventory, orders, and professional information bulletins, while allowing external links through Assyst Network, our secure network solution.

Assyst Rx automates and integrates the prescription dispensing process enabling pharmacists to update the patient record with new prescriptions, carry out prescription renewals, and to submit patient claims for processing. Patients are able to quickly and efficiently request refills online via the Internet or by phone via interactive voice response. The pharmacist has the ability to bill and connect to drug adjudication systems for easy processing of claims.

Leading clinical applications are included to improve the delivery of patient care including a care plan, bio module, professional information, and complementary treatment. A drug utilization review component fully integrated with Assyst Rx allows pharmacists access to a patient's prescription history enabling them to review adherence, and protect against potential drug interactions.

TELUS Assyst Rx links to provincial health databases and drug information systems giving pharmacists access to information that allows them to take a holistic approach to patient care.

## Prescription Management

### Streamlining a Critical Process

Prescriptions are at the heart of most pharmacy visits. Patients, often ill, in pain or managing a chronic condition, rely on their pharmacist to get the right medication into their hands quickly and to provide them with the information they need to ensure the best outcome from its use. All this takes time. And with a growing and aging population, the volume of prescriptions being dispensed is escalating. Effectively accommodating this increased work load can be frustrating and time-consuming, especially when relying on manual processes.

With Assyst Rx, manual processes become a thing of the past. Our Assyst Rx Labels solution integrates with the Assyst Rx software to scan medication barcodes and prescription labels using an optical reader. The software displays the corresponding patient file and prescriptions and provides the user with relevant options to choose from including automatic renewal, new prescription, and current prescription modification.

Our Assyst Rx Receipts is a silent, compact thermal printer system that integrates with our software. It is designed to handle prescription receipts and delivers up to 5 prescriptions on the same receipt, with cash register-readable barcodes. Pharmacists can create and print invoices for OTC medication, forms for medication organizers, verbal prescriptions or prescription renewals and can also be used to prepare receipts in duplicate or triplicate if required.

Easy to use, Assyst Rx gives pharmacists the ability to streamline this most critical process providing patients with timely, high quality care.

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## Drug Advisor

### Enhancing Intervention Decisions

Filling a prescription is no easy task and can be fraught with potential danger to a patient. The inability to read a physician's handwriting can lead to the dispensing of the wrong medication or an incorrect dosage. Allergies and intolerances have to be taken into consideration as well as potential interactions with a patient's existing medications, use of natural products and diet.

Assyst Drug Advisor is a unique system that facilitates the pharmacist's role as a professional healthcare consultant. Linked to an exhaustive database of regularly updated pharmacological information and to a large number of online prescription tools, the system enables the downloading of data to PDAs for convenient use by pharmacists and other health professionals.

Constantly updated with complete and accurate information, Assyst Rx Drug Advisor provides pharmacists with:

- Detection of precautions – contraindications versus allergies, intolerances, diseases, and other health conditions
- Detection of potential drug-drug, drug-food and drug-natural product interactions
- Partial and complete analysis of an existing or fictive patient profile
- Drug treatment alternatives
- Professional information sheets
- Patient advice sheets
- Pediatric dose adjustment tool
- Professional information database

## Clinical Applications

### Real-Time Clinical Decision-Making and Patient Counseling

In addition to filling prescriptions, pharmacists play a number of vital roles when caring for their patients. At a time when access to clinicians is limited and patient information is centralized and available to all practitioners, pharmacists are increasingly becoming the first point of contact for advice, counseling, and reassurance. They are being asked to recommend complimentary treatments, remind patients when prescriptions need to be renewed, and, under certain conditions, they can prescribe from a list of allowable medications.

Customized to a pharmacist's needs and workflow, Assyst Rx Drug Advisor can leverage information from a suite of clinical applications designed to support the delivery of proactive quality pharmacotherapy care to patients including:

- **Assyst Rx Opinion** – enables pharmacists to improve the quality of their intervention and facilitate the claims process for professional feeds related to pharmaceutical opinions and refusal.
- **Assyst Rx Professional Inspection Module** – provides documentation of pharmacists' intervention as it relates to the evaluation indicators for the execution of prescriptions in community pharmacies.
- **Assyst Rx Bio Module** – offers biochemical and clinical values and parameters for a patient's file enabling the evaluation of results against comparative norms provided in professional pharmaceutical publications. Results are presented graphically and historically, allowing for quick and efficient assessment of a patient's progress and to evaluate, together with the attending physician and other healthcare providers, the level of efficiency or toxicity of a therapeutic regime or non-pharmacological measure.
- **Assyst Rx Care Plan** – enables the design of pharmaceutical healthcare programs during patient/pharmacist consultations. Follow-up actions and procedures are determined and noted on the patient file.

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## Pharmacy Management

### Enabling High Quality Patient Care

At TELUS Health Solutions, we understand that pharmacists need to focus on delivering high quality patient care in real-time. That leaves little time to attend to the details of running an efficient and profitable store. That's why we offer pharmacists a number of solutions that integrate with the Assyst Rx software. These solutions will help keep pharmacy operations running smoothly, improve operating efficiencies and contribute to improved patient satisfaction.

With Rx Assyst.com, patients can access their pharmacological profile in your pharmacy via the Internet 24/7. Patients can view their drug history and print the medication instruction sheet for their prescribed drug. With RxTel patients can access their pharmacy 24/7 by phone and place their prescription renewal requests when it suits them for pick up at a convenient time. It's a simple, easy-to-use service allowing customers to renew prescriptions using their telephone keypad. RxTel and Rx Assyst.com both integrate with Assyst Rx software.

With Assyst Rx Profitability Simulator pharmacists can run profitability simulations and forecasts before modifying pricing structures used in the pharmacy. Simulations and forecasts are based on historical sales figures and deliver unparalleled value with:

- Reports that are easy to understand
- Comparison tables between current sales information and simulated results
- Generic substitution rates
- Updating tools to put new pricing structures in place efficiently
- The centralization of data for a group of pharmacies
- Access from head office or home office

Assyst Rx Drug Ordering module supports the management of pharmaceutical products' orders by collecting information directly from the Assyst Rx pharmacy management system. The module supports search functions for products to be ordered, as well as automatic transfer of these orders to the pharmacy's wholesaler via the Internet. An RF option can also be proposed to facilitate implementation of this module within a pharmacy.

Transform your pharmacy practice with Assyst Rx from TELUS Health Solutions today – for better patient outcomes tomorrow.

#### Benefits:

- Streamlines prescription dispensing
- Customized to the pharmacist's needs and workflow
- Connects with provincial health databases and drug information systems
- Clinical applications improve care delivery for better outcomes
- Enables Pharmacist Transformation for Improved Patient Care
- Enhances Intervention Decisions
- Allows for Real-Time Clinical Decision-Making and Patient Counseling
- Enables High Quality Patient Care

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