

Patient Care Activities provided by Pharmacists in the managed care setting



Activities performed by pharmacists with the intent of contributing to positive pharmacotherapeutic and health outcomes of patients. Care is in collaboration and communication with other members of the health care team with responsibilities for patients.

Examples of patient care activities (but are not limited to this list):

- Critical appraisal and analysis of appropriate literature, evidence-based guidelines, utilization data, population data, compendia, models, to develop formulary, utilization management criteria, and clinical intervention programs and strategies which are applied to individual patients (e.g., development of treatment guidelines and prior authorization criteria, care pathways, order sets).
- Prospective medication evaluation (e.g., evaluating and interpreting diagnostic information, utilization management, prior authorization).
- Completing comprehensive (i.e., thorough review of medication profiles) or targeted (i.e., clinical intervention program) medication reviews.
- Performing drug therapy management including, for example, high risk drugs, high risk patients, (e.g., anticoagulation management, renal dosing, pharmacokinetics) and pharmacogenomics and participating in disease state management services (e.g., case management or care management).
- Collecting and organizing patient-specific information needed by the pharmacist to improve health status and/or prevent, detect, and resolve medication-related problems and to make appropriate evidence-based, patient-centered medication therapy recommendations as part of the interdisciplinary team.
- Specifying therapeutic goals for patients incorporating the principles of evidence-based medicine that integrate patient-specific data, disease and medication-specific information, ethics, and quality-of-life considerations.
- Designing patient-centered regimens and monitoring plans (medication action plans) that meet the evidence-based therapeutic goals established for patients, which integrates patient-specific information, disease and drug information, ethical issues and quality-of-life issues and measures, and considers pharmacoeconomic principles.
- Recommending or communicating patient-centered, evidence-based therapeutic regimens and corresponding monitoring plans to other members of the interdisciplinary team and patients in a way that is systematic, logical, accurate, timely, and secures consensus from the team and patient.
- Initiating, when appropriate, the patient-centered, evidence-based therapeutic regimen and monitoring plan for patients according to the organization's policies and procedures.
- Assessing patients' progress toward therapeutic goal(s) and, when necessary, redesigning a patient centered, evidence-based therapeutic plan as necessary based on evaluation of monitoring data and therapeutic outcomes.

- Performing or participating in medication reconciliation.
- Using effective patient education techniques to provide education and counseling to patients and caregivers, including information on medication therapy, adverse effects, compliance, appropriate use, handling, and medication administration.
- Patient-centered preparation and dispensing of medications for individual patients, including ensuring patient access to their medications.
- Evaluation of need for, and appropriateness of, drug therapy.