Ambulatory Care Clinical Pharmacy Specialist Resource

AMBULATORY CARE CLINICAL PHARMACY SPECIALISTS:
- Ambulatory Care Clinical Pharmacy Specialists are advanced practitioners who have a Doctorate of Pharmacy (PharmD) and post-graduate training (1 or 2 years) in ambulatory care practice.
- These specialists have additional certifications in pharmacotherapy, ambulatory care pharmacotherapy, diabetes, geriatrics, and anticoagulation.
- The Clinical Pharmacy Specialists currently provide on-site clinical pharmacy services at the following Johns Hopkins Hospital and Johns Hopkins Community Physicians sites:
  - Canton Crossing
  - East Baltimore Medical Center
  - Greater Dundalk
  - Johns Hopkins Outpatient Center
  - Wyman Park
  - White Marsh
- Clinical pharmacy services include managing chronic disease state medication therapy by choosing cost-effective treatment options, optimizing dosing, streamlining therapy to improve adherence, and providing patient education.
  Note: For a full listing of services provided, please see attached handout.

SERVICES PROVIDED FOR OMAP:
- Suggest cost-effective alternatives to costly medications (if available)
- Complete medication assessment: identify potential drug-drug interactions, poly-pharmacy, safety, efficacy, adverse effect assessment

WHEN TO CONTACT THE CLINICAL PHARMACY SPECIALIST:
- OMAP vouchers provide patients with a maximum of 30 days of requested medication (few exceptions apply). Clinical Pharmacy Specialists can assist with suggesting alternative treatment options for long term management.
- For OMAP medication requests unavailable through patient assistance programs or discount retailers, consider pharmacist referral for additional guidance.

HOW TO CONTACT THE CLINICAL PHARMACY SPECIALISTS FOR OMAP ASSISTANCE:
- We have a dedicated team of Ambulatory Care Clinical Pharmacy Specialists available to assist with medication management. Please send requests to hcppharmd@jhmi.edu
- All requests should include the following information:
  - Patient name
  - Patient medical record number (MRN) or date of birth
  - Brief description of patient medication issue

CLINICAL PHARMACY SPECIALIST OMAP LIAISON:
- For general questions about the ambulatory care clinical pharmacy specialists services, contact the OMAP liaison:
  Alona Crowder, PharmD, BCPS, CDE
  Email: awill163@jhmi.edu
  Office Phone: 410-955-8761
  Pager: 410-283-0225
Outpatient Medication Assistance Program and Clinical Pharmacist Resource

Patient with medication access issue is identified during clinic visit

Social worker or staff member performs medication/financial assessment

Insured patients (ineligible for OMAP)

PAP available*

- PAP eligible
  - Assist patient in applying for PAP
- Not eligible for PAP
  - Consider referral to Clinical Pharmacy Specialist**

Medication available at discount retailer

Direct patient to purchase medication at discount retailer

No PAP or discount retailer available

Consider referral to Clinical Pharmacy Specialist**

*Patient Assistance Programs (PAPs) include manufacturer, local, state, and other government programs to assist patient access to medications.

**Clinical Pharmacy Specialists Contact Information:
Email: jhcppharmd@jhmi.edu
Phone: 410-955-1775
Clinical Pharmacy Specialist
Medication Management Visit Components

• Provide focused attention to chronic disease states for management, patient education, and self-monitoring of:
  o Pre-diabetes, Gestational Diabetes, Type 1 and 2 Diabetes
  o Hypertension
  o Heart Failure
  o Dyslipidemia
  o Asthma / COPD
  o Obesity
  o Smoking or alcohol addiction
  o Pain management
  o Other disease states identified by the site providers

• Conduct physical assessment (orthostatic blood pressure assessment, heart rate, edema assessment, diabetic foot exam, etc.)

• Perform point of care testing (blood glucose, hemoglobin A1C, lipids, urinalysis, etc.)

• Conduct thorough medication review and reconciliation

• Assess medication adherence, identify barriers, and develop plan with patient to improve adherence

• Review effectiveness of medication therapy
  o Alignment with evidence based guidelines
  o Accomplishment of patient specific treatment goals

• Assess for medication side effects

• Provide recommendations to prescriber regarding medication optimization
  o Discontinuation of inappropriate/unwarranted therapy
  o Addition of therapy
  o Titration of medications
  o Modification of dose, route, or frequency

• Educate patients on:
  o Disease state principles
  o Use of medications and devices (insulin syringe and pen, glucometer, inhaler, etc.)
  o Lifestyle modifications
  o Self-monitoring

• Document encounter in electronic medical record and route to provider for co-signature

• Perform follow up via phone or in person as needed
Clinical Pharmacy Specialist
Indirect Patient Care Services

- Provider and staff education
  - Formal presentations at staff meetings (drug updates, guideline updates, etc)
  - Drug-information resource for provider-specific questions
- Assistance with patient prescription insurance rejections or formulary alternatives
- Collaboration with social work services to provide resources for patient prescription assistance programs
- Coordination of group patient education programs, as needed
- Participation in safety and quality improvement projects