

eScript®

“We’ve seen a huge reduction in the number of phone calls coming into our office thanks to eScript.”

—Toni Nagy, Office Manager
Everingham Clinic—Romulus, MI

“We implemented RelayHealth secure communication services in October 2005 and, since that time, both providers and patients have found ample reason to utilize the eScript electronic prescription and renewal service. In the span of one month, we saw a 459% increase in eScripts, and now process more than 2,000 online prescriptions in a typical month.”

—Drs. Craig and David Everingham
Everingham Clinic

Manage Prescriptions Quickly, Easily and Safely

The tasks associated with writing and renewing prescriptions cause physicians to sacrifice time, money, and safety. Here are the facts:

Time

- The average physician writes 30 prescriptions a day and handles another 30 refill requests.¹
- Indecipherable or unclear prescriptions result in more than 150 million calls from pharmacists to physicians, asking for clarification.²
- Communications between pharmacies and physician offices account for an estimated 20% of the workload of physician-office staff.³

Expense

- The typical pharmacy call-back costs physician practices \$5–\$7 to pull and review the chart and return the call.⁴

Safety

- Due largely to legibility problems, prescription orders must be confirmed at the pharmacy level in almost 40 percent of cases.⁴
- Medication errors cause 1.5 million preventable injuries and death each year.⁵



These are just a few of the many reasons to implement online prescribing using the RelayHealth secure eScript®, service.

The evidence is clear. Studies¹ show that among physicians who e-prescribe:

- More than 80% say that it improves delivery of care
- Two-thirds say it helps improve their personal efficiency
- 45% immediately increase compliance with formulary guidelines

In the Hospital setting, e-prescribing can reduce errors by 50% or more.¹

eScript — True Electronic Prescribing

eScript is one of the healthcare industry's leading e-prescribing solutions. It enables your practice to manage prescriptions electronically using computer-to-computer transmission between your office and the pharmacy thus substantially reducing phone calls and faxes to your office. That's true electronic prescribing. eScript manages both new prescriptions and renewals.

eScript Benefits

- Request or renew with online convenience
- Transmit prescriptions or renewal authorizations to virtually any pharmacy instantly
- Approve renewal requests with one-click
- Reduce staff time spent on phone calls and faxes to and from the pharmacy
- Enhance patient care by reducing potential errors due to misread prescriptions and similar medication names
- Improve patient safety through automatic interaction checking against Personal Health Record and improved legibility of prescriptions
- Display formulary information to reduce costs
- Educate patients with easy-to-understand online medication information

It is also the only e-prescribing solution that involves the patient in the prescribing process for greater patient satisfaction.

Prescriptions

Writing prescriptions is easy, safe, and secure. RelayHealth automatically screens each pre-prescription for possible interactions with recorded patient allergies or previously prescribed medications.

With eScript, providers can receive their renewals online from patients and local and retail pharmacies. They can approve (or deny) prescription renewals with a single click. Prescriptions route immediately to the pharmacy of choice—eScript can transmit to virtually any pharmacy in the U.S.—with no need for the doctor's office to ever lift the phone, or a pen. Alternately, healthcare providers can send the prescription securely and electronically to the

patient, who then forwards the prescription to the pharmacy. In either case, the practice can realize significant time savings. And for busy practices with staff struggling to manage the many administrative burdens of healthcare today, saving time means saving money.

RelayHealth prescriptions are transmitted through the SureScripts Electronic Prescribing Network™—90% of U.S. retail and independent community pharmacies participate in the electronic network.

Patients Benefit as Well

With eScript, patients enjoy greater convenience. They quickly receive prescriptions electronically, and can easily forward them to the pharmacy of their choice—or simply go pick them up if the prescriber transmits their RelayHealth prescription directly to the pharmacy. And patients benefit from increased awareness of their formulary—which may promote compliance and even a reduction of costs because RelayHealth presents cost-effective generic alternatives to the prescriber. Patients benefit most of all from reduced medical errors and improved quality of care that eScript delivers.

A Smarter Way to Prescribe

User-friendly "Favorites" lists and intuitive searches make it easy to prescribe new medications using eScript. And eScript "learns" as you go—saving typing time on subsequent prescriptions. The more you use it, the smarter eScript gets about your prescribing preferences and practices. When you prescribe using eScript the information is automatically stored in the Personal Health Record. With features like these, eScript helps reduce medication errors and increase patient and formulary compliance.

RelayHealth eScript works as a stand-alone electronic prescribing service, or as an

integrated component of the premier RelayHealth secure messaging platform.

Workflow Features Further Enhance Practice Productivity

Integrated role-based permissions enable pre-scribers to authorize medical staff to send prescriptions on their behalf. And with RelayHealth rule-based message routing, incoming renewal requests from patients can be automatically directed to the responsible staff member (with physician oversight and permission, of course)—no online physician involvement required. What's more, All requests appear in one area of eScript and can be reviewed in one queue for easy viewing and sorting.

RelayHealth operates as a neutral partner in an open network to support quality care improvements and reduce administrative costs for hospitals, pharmacies, providers, payors and patients. By offering connectivity and integrated solutions to participants across the spectrum of healthcare delivery, RelayHealth provides Care Fully Connected™.

To learn more, please call 866-RELAYME or visit us at www.relayhealth.com.

1. 4-Tipping the Balance of Power with Digital Patient Information, Pharmaceutical Executive, 3/1/02
2. Institute for Safe Medication Practices
3. MGMA Centers for Research Complexity in Group Practice Research. Pharmacy Interactions. 2004
4. Taking the Pulse v2.0: Physicians and Emerging Technologies, Fulcrum Analytics and Deloitte Research, 2001
5. The Institute of Medicine, Preventing Medication Errors Report



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