

E-Signature

The Pharmacy Perspective

Prescriptions arrive at a pharmacy today...

- **Written by a prescriber** (not always on a prescription pad).
 - Do not always know the prescriber's handwriting
 - legibility issues
 - missing information
 - patient loses prescription

(prescription is sometimes pre-printed and signed by the prescriber)
- **Phone call** (by the prescriber or “agent”)
 - do not always recognize the caller
 - “agent” - may not even be part of prescriber's practice
 - no audit trail if there is a discrepancy
 - misinterpretation and miscommunication of essential information
- **Fax**
 - Legibility
 - Writing disappears/unreadable over time
 - verification of origin can be difficult

**All of these are a legitimate means to
deliver prescriptions.....
to the pharmacy**

**Why make e-Prescribing more
burdensome?**

E-Prescribing Benefits...

■ Quality Assurance Issues

- Text messages - readability
- Prompt for all necessary information
- Integration with host pharmacy system
 - reduce keystrokes
 - eliminate transcription errors

■ Security

- Requires sign-on - user ID at prescriber's office.
- E-trail - transaction log.
- Secure connection between office system to Proxymed & SureScripts
- Dedicated private data circuit between SureScripts, ProxyMed, and pharmacies.
- E-Prescribing indicator in prescriber's registration.

HHS Fact Sheet: HIT Report At-A-Glance

“Use of modern information technology has the potential to transform the delivery of health care in America for the better – and to do so without heavy-handed regulation or upheaval in the health care sector”

HHS Press Office Wednesday July 21, 2004

Security...

■ Pharmacy and Aggregators

- Secure connection
- private data circuit
- encrypted messaging
- standards to prevent altering transactions

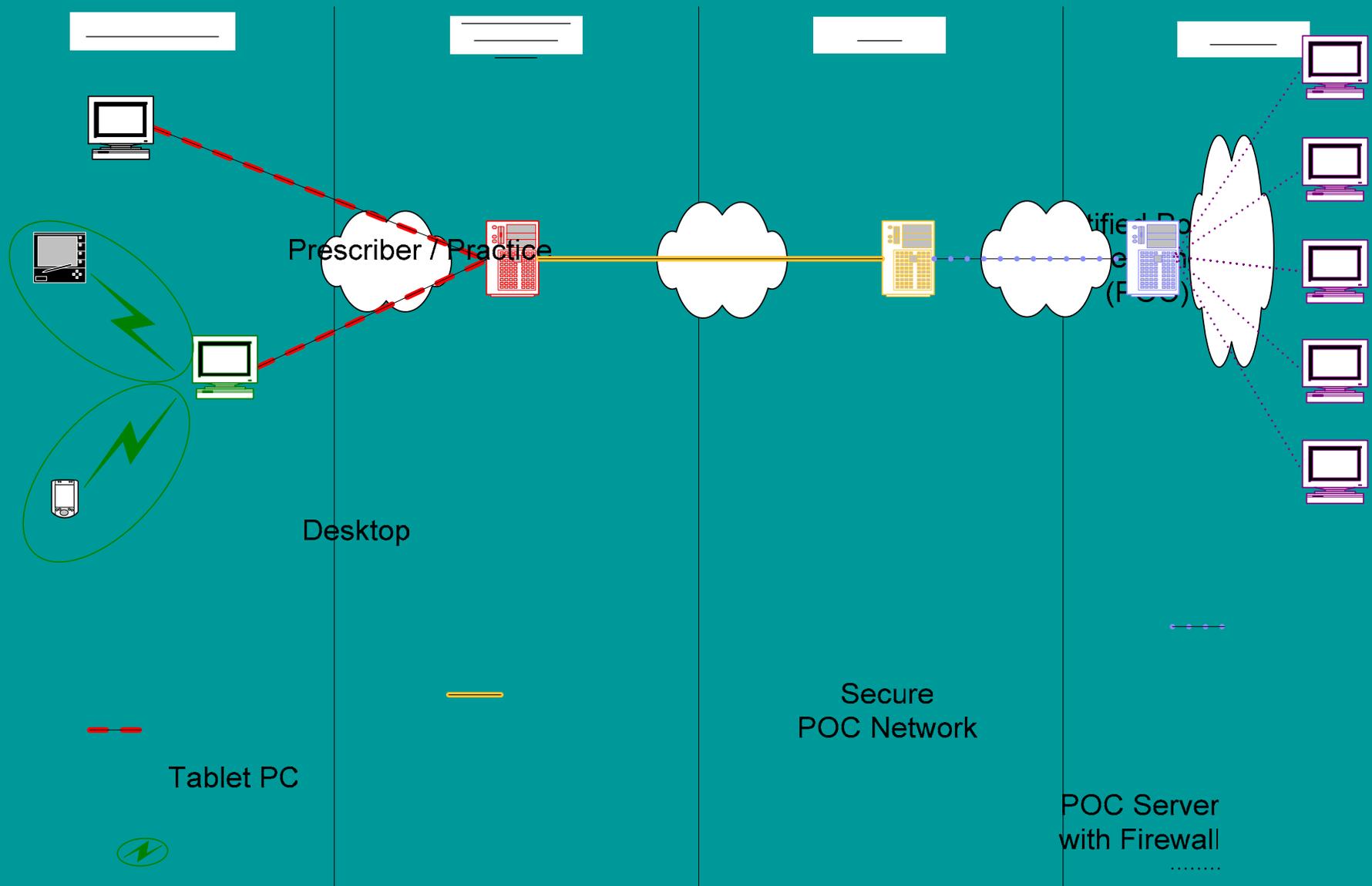
■ Pharmacy Systems

- firewalls
- encryption
- No unauthorized access
- log files for all transactions

E-Prescribing Security Features

- Private lease line
- Public Internet with the following encryption methods
 - VPN connection
 - Utilizing SSL
- Unique prescriber addresses
- Registered users
- Unique pharmacy identifiers - NCPDP Provider ID
- Unique sender ID - Electronic Signature
- *Electronic Signature” means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record.*

Electronic Prescribing Security and eSignature Infrastructure



E-Prescribing in Today's Retail Environment

- **Security intrinsic to SureScripts & Proxymed have been adequate to ensure authentication and non-repudiation.**
- **No immediate need for e-Signature or Digital Signatures**
- **Security already built into systems in use by retail industry today makes e-Signature requirement less urgent**
- **Requiring e-Signature and Digital Signatures at this time would significantly impede the progress of e-prescribing and the benefits patients and practitioners would realize from it's implementation.**

Pharmacy Systems

- **Bi-directional capability with prescribers**
- **Use of secure passwords - identifiers**
- **Existing infrastructure - secure**
 - **Board of Pharmacy Approvals for both prescriber and pharmacy systems and the connectivity between them.**
- **Use of PKI - not absolute method of identification**

Use of a digital signature

- **PKI - public and private key infrastructures**
 - Have not been proven in the industry
 - Complex
 - Each pharmacy - maintain separate PKI
 - Multiple keys for pharmacy chains - users
 - NO guarantee of security
 - Costly to implement - resources & time
 - Barrier to e-Prescribing moving forward

Current authentication method

- Passwords
- Biometrics
- Secure connections
- Encryption
- Identifiers

Encourage the Growth of e-Prescribing

- E-prescribing environment today is a big step forward from legacy (manual) processes.
- Goal: Administrative Simplification – improve the quality, safety and efficiency of health care
- Challenge: Avoid over-complication and introduction of burdensome requirements that are not imposed in non-electronic process.
- Solution: Implement ePrescribing architecture that supports all prescriptions (Controlled & non-controlled).
- Practitioners, pharmacists and patients need encouragement and training in order to begin implementing e-Prescribing; the benefits will not be realized if technology is perceived as too onerous or complicated.

How e-Prescribing Benefits Patients

- **Improved Quality of Care**
 - Improves efficiency of the prescribing process
 - Pharmacists are able to spend more time providing pharmaceutical care (counseling).
 - Reduces potential for errors.
 - Cost reductions realized by health plans due to increased therapy compliance by patients.
- **Improved Privacy**
 - Privacy, quality and security can be improved over paper records via technology that complies with HIPAA

Patient Care....

- **Approximately - 20% of prescription for controlled substances.**
- **Characterized by immediate use emergency room/discharge from hospital**
- **Prescribed in conjunction with other medication.**
 - Cold -cough & antibiotics
 - pain and sleep
- **Prohibit E-Rx for one - eliminate others from being E-Rx - loss of benefit to the patient.**
 - Physicians will not send patient Rxs two separate ways

Important Concepts to Keep in Mind

- **No substitute for pharmacists' professional judgment – ultimate responsibility for ensuring authenticity and accuracy of prescriptions rests with the dispensing pharmacist whether the RX is delivered manually or electronically.**
- **E-prescribing is secure - exceeds current methods**
- **Barriers to moving forward have no benefit**