Socrxates Frequently Asked Questions (FAQ)

1. *Where can I see how much I am being paid for my activities in Socr$_x$ates?*

   ≅ This information is shown in the "Activity Report" accessible from the first page when you log in. It will display information regarding all transaction submitted for payment, and is updated bi-weekly. Socr$_x$ates

2. *What does "Opt Out" do and when should I use it?*

   ≅ Opt out is only to be used in the case where the patient does not ever want to be contacted again regarding either a particular gap, gap type, all gaps, or your particular pharmacy. Opting the patient out will close the counseling sessions relevant to the opt out that the patient can currently be counseled on, and prevent them regenerating. Please use caution when opting a patient out using Socr$_x$ates.

3. *How many times do I speak to patients about their gaps in care?*

   ≅ There are different stages of counseling for the two types of gaps in care that Socr$_x$ates allows you to counsel on. Omission gaps will only have one counseling session. True Adherence gaps will have an initial consultation and two follow up sessions for the purpose of reminding the patient what you have discussed and checking in to see if they are remaining adherence to their medication.

4. *The patient refuses to verify they are the one on the phone / there is not enough information on the patient to verify them. What should I do?*

   ≅ When authenticating a patient, two of the presented fields must be verified (Date of Birth, phone number, and address). If there is not enough information provided on the patient, or the patient refuses to authenticate, proceed to wrap up the call by changing the "take action" drop down menu at the top of the screen to the option "wrap up / end interaction" and log the results.

5. *Someone has come into the pharmacy without an appointment. How do I check to see if they have any gaps that I might counsel them on?*

≅ If a patient does not have an existing appointment they will appear in the "work items" section on the screen once you have logged in. The best way to do this would be to filter the patients based on their names or another characteristic, and look for a patient that matched the criteria of the patient who has just entered the pharmacy.

6. ***There are still follow ups required for a patient that has an adherence gap, but I cannot see them in my "work items." What's going on?***

≅ Even though adherence gaps require multiple counseling session, it is not desirable to contact the patient about the program more than once in a single day. For the reason, patients who have been counseled but have remaining counseling to address will appear in the "work items" list the next day after they are counseled.

7. ***I had an appointment to counsel a patient at the pharmacy today, but when I tried to bring up their information, a message told me I could not counsel this patient. Why has this occurred?***

≅ When the patient is accessed in the $Socr_xates$ system, the most recent information in that patient is gathered. If something has changed about the patient between the time an eligible gap arose and the time their records are being accessed in $Socr_xates$ (such as they have filled their medication at another pharmacy), than they will not be able to be counseled and the $Socr_xates$ system will remove them from the list of pending work.

8. ***What do I have to do to submit my counseling activities and get paid? How should I use the save button?***

≅ It is not necessary to save the questions before submitting them. Either hit "submit" or "counseling complete" to submit counseling sessions and receive payment. Save is used only if you would like to retain the question answers that have been filled out, and come back later to complete the counseling.

9. ***What are all of the correspondence templates provided in $Socr_xates$, and when should I be using them?***

≅ The correspondences are templates that can be printed off and manually filled out with information that may be useful for counseling and processing prescriptions. There are three major correspondences involved in the application (Request for prescription fax, unreachable

patient/clinician letter, and the action plan). The fax is generated in the case of an omission session where you would like to contact a doctor for a prescription related to the counseling. The unreachable patient/clinical letter is used as a mailing in the case where a patient cannot be reached by phone. The action plan is used as a reminder to the patient of the counseling session. These templates can be found in the document repository.

10. What information is conveyed to the patient in the "Action Plan"

≅   The "action plan" is a document that summarizes the counseling that occurred during that meeting with the patient. It will provide space for you to enter the gap name and patient response information (cause of the gap, actions agreed to be taken, etc.), and you can add handwritten notes at the bottom if you wish. Its purpose is to give the patient something to remind them of the counseling, and use as a reference if they have agreed to take further action.