

Clinical Alerts & Documenting Interventions & Outcomes

| Time | Topic/Screen | Description |
|---------|------------------------------------|--|
| 5 min. | Log In | Log Into SOCRxATES |
| 10 min. | Work Items | Where to view new, in progress, or attempted to schedule. ≡ View only ≡ How are status changed / updated? |
| 15 min. | Outbound call | Provide call guide w/ scripting and patient authentication (check-list) Respond to resistance: ≡ What medication? ≡ Why do I need to come into the pharmacy? ≡ Can't he just talk with me now? |
| 5 min. | Schedule Patient Counseling | Utilize the screen. (Defaults, parameters, etc.) |
| 5 min. | Medications, Conditions/ Allergies | View only patient history. ≡ Where data comes from? ≡ How long is data available? ≡ How quickly is it updated? (real time?) |
| 15 min. | Alerts and Actions | Review all fields and links in each column & patient response (declines) on the screen. ≡ What happens to an alert if a response is selected? ≡ When does the adherence alert fire? ≡ Does the rule 'look back' at previous claims for the same medication? (Accumulative?) |
| 10 min. | Provide Patient Counseling | Walk through the steps and questions for an adherence and omission alert. Complete counseling (submission for payment) |
| 5 min. | Generate letter/fax | How to locate and populate standard letters / faxes. |
| 10 min. | Billing Report | Demonstrate how to confirm a particular gap has been submitted for payment and where to see what is earned /expected that it will pay. ≡ How long does it take for a completed counseling to appear on billing report? ≡ What is check cycle time? ≡ How do I raise questions/concerns about payment? Who to contact with questions? |
| 5 min. | Wrap up | How to wrap up (document) an interaction. |
| 5 min. | Access Training and FAQs | How to access training materials, FAQs and monthly release notes. |

Total training time: 90 mins.