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# Specialty Pharmacy Shipping: Overcoming Challenges

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# Disclosure

The following individuals report having no relevant conflicts of interest: Ca0

- Allison Bystriansky
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# Learning Objectives

1. Identify points in the shipping process where errors or process breakdowns occur with the most frequency
2. Determine the potential workflow changes that will have the greatest positive impact on overcoming your shipping challenges
3. Discuss partnering with a technology vendor to reduce expense and staff burden while improving delivery metrics and patient satisfaction
4. Identify shared best practices to apply within your specialty pharmacy

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Describe the complexity associated with shipping medication safely and successfully from the specialty pharmacy to the patient's front door.

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Discuss how specialty pharmacies can be better prepared to ensure successful disbursement of patient medication and adhere to required proof of delivery documentation to satisfy payors and ensure maximum medication reimbursement.

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Discuss how technology can enhance patient engagement and improve patient satisfaction.

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Define the role technology plays in helping specialty pharmacies reduce cost and improve package tracking, rerouting, or recovery and whether this has allowed your pharmacy to reallocate staff to perform other functions.

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Discuss how specialty pharmacies can reduce operational costs when disbursing patient medication.

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# Questions