

MEDEX

Patient Portal's MedEx Bedside Delivery is a free bedside-delivery service for prescription medications issued to patients upon discharge. Patients subscribe to the service before or during their hospital stay. Before leaving the hospital, prescriptions issued at discharge are filled and delivered to the patient's bedside. The patients and hospital do not incur any delivery expense, and the patients receive outstanding convenience and customer service on behalf of the hospital. With MedEx, patients gain a more efficient prescription fulfillment process with fast, direct communication between the pharmacy, hospital, and physician.



Why Use MedEx Free Bedside Prescription Delivery?

- Getting prescription meds to patients before they leave the hospital helps in reducing re-admissions. Studies show getting chronic patients their meds before they left the hospital reduced re-admissions by 20% and in some cases by 50%.
- According to a recent study, New England Journal of Medicine said less than 40% of the patients who recently had heart attacks that were readmitted had not taken their medication.
- Other studies cited that almost 20% of the patients never take medications or even take them correctly.

HOSPITAL BENEFITS

- ┆ No cost incurred to the patient or hospital
- ┆ Ensures that patients will receive discharge medications
- ┆ Improves likelihood that patients will comply with medication therapy and reduce readmissions
- ┆ Enhances hospital's ability to track patient medication management with real-time data
- ┆ Deliver more value-added services to improve patient satisfaction and outcomes
- ┆ Private branding improves hospital's reimbursements and brand image
- ┆ Simple feedback survey provided with each delivery helps improve customer satisfaction

Hospital Requirements-* Do Not Hand Scripts to Patients,* - Nursing Staff/Unit Secretary to securely transmit prescriptions to pharmacy

PATIENT BENEFITS

- ┆ Convenient, no need to stop at the pharmacy on their way home from the hospital
- ┆ Generic medication solutions insuring patients without coverage receives their meds
- ┆ Patient counseling on all discharge medications provided by pharmacy tech
- ┆ Free and timely delivery of prescriptions at patient bedside before discharge. * Delivery is free-Patient responsible for co-pays/costs not covered by insurance.
- ┆ 5 day follow up call by a **pharmacist** after discharge to ensure adherence and answer questions
- ┆ 25 day follow up call by **pharmacist** for refills/transfers to continue medication therapy where needed
- ┆ Diabetes Management to support patient through their diabetes journey
- ┆ Advance Prescription Systems watching out for dangerous drug interactions
- ┆ 24-hour customer service to provide education and support to your medication questions
- ┆ Automated Courtesy Refill automatically refill scripts with no worries of running out of meds
- ┆ RX Reminder Services managing your prescriptions reminders by email text or phone on refills
- ┆ Certified Immunizing Pharmacist provides immunizations year round to keep you healthy
- ┆ Feedback survey 24 hours after discharge and Doctor reminder appoint calls
- ┆ 24/7 Online Prescription Management tracking your prescription and pharmacy records
- ┆ Enhance patient satisfaction outcomes and reduce readmissions by education and compliance

