

Texas Administrative Code
Title 22, Part 15, Chapter 291, Subchapter A
Rule 291.23 – Pilot or Demonstration Research Projects for Innovative
Applications in the Practice of Pharmacy

Scope:

Amend current regulation 291.9 to provide ScriptCenter kiosk for the pickup of finished prescriptions to ‘expand pharmaceutical care services which contribute to positive patient outcomes’.

Proposed ScriptCenter Location 1: Round Rock

Pharmacist overseeing the project: Tejas Patel, Pharmacist-In-Charge
Address: 425 University Blvd., Ste 165 Round Rock, TX 78665
Telephone Number: 512-509-3600
Pharmacy License Number: 54532

Filling Pharmacy The Scott & White Round Rock Pharmacy Pharmacy License Number: 29834 425 University Blvd Round Rock, TX	ScriptCenter Location: ScriptCenter to be located ~300 yards across the street in the Baylor Scott & White Medical Center
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Description of Round Rock facility:

Round Rock serves residents of Williamson and northern Travis counties, including the Austin/Round Rock metropolitan area. Our facilities include Scott & White Hospital - Round Rock, Scott & White Hospital - Taylor, Baylor Scott & White Emergency Medical Center at Cedar Park and 17 additional primary care and specialty clinic locations in Austin, Cedar Park, Georgetown, Hutto, Leander, Pflugerville, Round Rock, Lago Vista and Taylor.

Proposed ScriptCenter Location 2: Carrollton

Pharmacist overseeing the project: Pamela Knight, Pharmacist-In-Charge
Address: 4323 North Josey Lane, Suite 102 Carrollton, TX 75010
Telephone Number: 972-512-1581
Pharmacy License Number: 37870

Filling Pharmacy Baylor Medical Plaza Pharmacy at Carrollton Pharmacy License Number: 27871 4323 N Josey Ln Carrollton, TX	ScriptCenter Location: ScriptCenter to be located ~150 yards in the Baylor Medical Center (connected to the Medical Plaza)
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Description of Carrollton facility:

Baylor Medical Center at Carrollton is a 216-bed acute care facility located in Carrollton, Texas. Initially established as Trinity Medical Center in 1985, the hospital became part of the Baylor Health Care System network of hospitals in June 2009.

Detailed Summary of the proposed pilot or demonstration project:

- a. Goals, hypothesis, and/or objectives of the proposed project:

ScriptCenter has delivered more than one million prescriptions over the past decade to employees and patients in retail, hospital, worksite, and military bases world-wide. Of these prescriptions, more than 30% were picked up after the pharmacy was closed. Asteres Inc., the makers of ScriptCenter, works closely with each one of their clients to ensure a secure and successful installation and implementation of ScriptCenter.

Baylor University Medical Center is requesting pilot approval to expand current regulations to utilize ScriptCenter for all finished prescriptions and to be located away from the pharmacy in the specified locations shown above. Current regulations restrict the use of ScriptCenter to non-controlled, refill prescriptions and require that ScriptCenter be placed 'within the pharmacy building whereby pharmacy staff has access to the device from within the prescription department'.

The pharmacy pickup lines can be long and our pharmacy has limited hours resulting in many of our patients not having convenient access to their prescriptions. We would like to offer ScriptCenter for 24/7 prescription and OTC pickup to reduce our lines and increase patient satisfaction and access to their prescriptions. Increasing patient access will lead to increased compliance to their medication therapy and improve patient care. Employees who work the 2nd and 3rd shifts and patients discharged from the hospital after pharmacy hours will particularly benefit from the ScriptCenter pickup kiosk.

- b. Explanation of the project:

ScriptCenter will be installed in two locations to give prescription access to employees and discharge patients. Tejas Patel (Round Rock) and Pamela Knight (Carrollton) will oversee the project and will provide monthly updates to the Board. The reports will include:

Number of prescriptions delivered to patients via ScriptCenter

The time of day that the prescriptions were picked up

Length of time and the specific dates of any system downtime

Any errors associated with ScriptCenter

Results from an on-screen survey to measure patient satisfaction

- c. Time frame for the project:

The requested timeframe for this pilot is 18 months (which would begin when the system goes live).



d. Background information:

Wal-Mart conducted a 77 week pilot of the APM System in 2007 at Wal-Mart Store #804 in Mineral Wells, TX.

Registered Users: 1254

Prescription pickups through APM: 3866

10% of Rx's picked up after hours via APM

Number of Incorrect Rx Dispensed: 0

After the completion of this pilot, regulation 291.33 was written. Since then, ScriptCenter was installed at John Peter Smith in Fort Worth, TX in 2014. Hundreds of prescriptions have been successfully picked up from ScriptCenter at JPS without error. We request an expansion of the existing waiver to include all prescriptions and allow for placement of the system away from the pharmacy.



ScriptCenter at John Peter Smith Hospital in Fort Worth, TX

e. The rule that will have to be waived in order to complete the project:

22 TAC 291.33 – Operations Standards

Automated storage and distribution device. A pharmacy may use an automated storage and distribution device to deliver a previously verified prescription to a patient or patient's agent when the pharmacy is open or when the pharmacy is closed as specified in subsection (b)(3)(B)(iii) of this section, provided:

(A) the device is used to deliver refills of the prescription drug orders; (B) the automated storage and distribution device may not be used to deliver a

controlled substance; (C) drugs stored in the automated storage and distribution device are stored at proper temperatures; (D) the patient or patient's agent is given the option to use the system; (E) the patient or patient's agent has access to a pharmacist for questions regarding the prescription at the pharmacy where the automated storage and distribution device is located, by a telephone available at the pharmacy that connects directly to another pharmacy, or by a telephone available at the pharmacy and a posted telephone number to reach another pharmacy; (F) the pharmacist-in-charge is responsible for the device; (G) has been tested by the pharmacy and such testing results are available to the board upon request; (H) the automated storage and distribution device may be loaded only by a pharmacist or by pharmacy technician trainees under the direction and direct supervision of a pharmacist; (I) the pharmacy will make the automated storage and distribution device available for inspection by the board; **(J) the automated storage and distribution device is located within the pharmacy building whereby pharmacy staff has access to the device from within the prescription department and patients have access to the device from outside the prescription department.** The device may not be located on an outside wall of the pharmacy and may not be accessible from a drive-thru; (K) is secure from access and removal of prescription drug orders by unauthorized individuals; (L) has adequate security system to prevent unauthorized access and to maintain patient confidentiality; and (M) records a digital image of the individual accessing the device to pick-up a prescription and such record is maintained by the pharmacy for two years.

f. Procedures to be used during the project to ensure that the public's health and safety are not compromised as a result of the rule waiver:

- Prescriptions will be filled as usual by the pharmacy staff and verified by a licensed pharmacist.
- 100% audit trail of prescription from load to pick up – for both pharmacy staff and patients
- Photo and signature captured for every prescription pickup
- Unique login credentials required for each prescription pickup
- Prescriptions requiring counseling will be placed 'on hold' and not "released" until the pharmacist has counseled the patient.

A Baylor University Medical Center pharmacist with access to the patient record will be available 24/7 to ensure counseling occurs PRIOR to any prescription pickup.

ScriptCenter is currently in use in hospital locations the following states:

- Arizona
- California (Pilot for expansion of current regulations)
- Florida
- Illinois
- Maryland
- Massachusetts
- New Jersey
- Ohio (Pilot)
- Pennsylvania
- South Dakota
- Tennessee (Pilot)
- Texas
- Wisconsin

ScriptCenter is also in use in VA and Department of Defense in the following additional states:

- Colorado
- Georgia
- Kansas
- North Carolina
- North Dakota
- Washington
- Louisiana

RECOMMENDATION

Petition for a Pilot Project from Baylor Scott and White Pharmacy #201 in Round Rock and Baylor Scott and White Pharmacy #104 in Carrollton Regarding Using a ScriptCenter Kiosk for the Pickup of Finished Prescriptions

**PRESENTED FOR BOARD CONSIDERATION
August 2, 2016**

Report of the Task Force appointed to review a petition for a pilot project presented by Baylor Scott and White Pharmacy #201 (TSBP License #29834) in Round Rock and Baylor Scott and White Pharmacy #104 (TSBP License #27871) in Carrollton to use a ScriptCenter Kiosk for the pick-up of finished prescriptions. (See Appendix A). ScriptCenter will be installed in the two locations to give prescription access to employee and discharge patients.

SUMMARY OF DELIBERATIONS

Members of the Task Force

Board President Jeanne Waggener appointed the following to serve on this Task Force:

Chris Dembny, R.Ph., Board Member

Gay Dodson, R.Ph., Staff Liaison

Kerstin Arnold, Staff Liaison

Allison Benz, R.Ph., M.S., Staff Liaison

Recommendation

It is the recommendation of the Task Force that the proposal for the pilot project be approved under the terms and conditions set forth as follows.

PILOT PROJECT

Goal for the Pilot Project

To expand current regulations to utilize ScriptCenter for all finished prescriptions and to be placed away from the pharmacy in the specified locations as follows:

- (1) The Script Center Kiosk for Baylor Scott and White Pharmacy #201 (TSBP License #29834), 425 University Blvd Suite 165, Round Rock, Texas 78665, will be located approximately 300 yards across the street in the Baylor Scott and White Medical Center.
- (2) The ScriptCenter Kiosk for Baylor Scott and White Pharmacy #104 (TSBP License #27871), 4323 N. Josey Lane, Suite 102, Carrollton, Texas 75010, will be located approximately 150 yards from the pharmacy in the Baylor Medical Center.

The pharmacy lines for these two pharmacies can be long and the pharmacies have limited hours which mean many of our patients do not have convenient access to their prescriptions. The ScriptCenter Kiosk will allow 24/7 prescription and OTC pickup to reduce the lines and increase patient satisfaction and access to their prescriptions. In addition, a pharmacist will be available 24/7 to counsel the patient and answer questions about the dispensed prescription.

Persons Responsible for the Project

Baylor Scott and White Pharmacy #201 -- Tejas Patel, Pharmacist-in-Charge, License #54532.
Baylor Scott and White Pharmacy #104 – Pamela Knight, Pharmacist-in-Charge. License #37870

Location for the Project

The Script Center Kiosk for Baylor Scott and White Pharmacy #201 (TSBP License #29834), 425 University Blvd Suite 165, Round Rock, Texas 78665 – the ScriptCenter Kiosk will be located approximately 300 yards across the street in the Baylor Scott and White Medical Center, 300 University Blvd, Round Rock, TX 78665.

Baylor Scott and White Pharmacy #104 (TSBP License #27871), 4323 N. Josey Lane, Suite 102, Carrollton, Texas 75010 – the ScriptCenter Kiosk be located approximately 150 yards in the Baylor Medical Center 4343 N. Josey Lane, Carrollton, TX 75010 (connected to the Medical Plaza).

Rules to be Waived During the Pilot Project

This pilot project is asking for a waiver to §§291.33 (i) (4) (J).

§291.33 Operational Standards

- (i) Automated devices and systems. XXX
- (4) Automated storage and distribution device. A pharmacy may use an automated storage and distribution device to deliver a previously verified prescription to a patient or patient's agent when the pharmacy is open or when the pharmacy is closed as specified in subsection (b)(3)(B)(iii) of this section, provided:
 - (A) the device is used to deliver refills of prescription drug orders and shall not be used to deliver new prescriptions as defined by §291.31(29) of this title (relating to Definitions);
 - (B) the automated storage and distribution device may not be used to deliver a controlled substance;
 - (C) drugs stored in the automated storage and distribution device are stored at proper temperatures;
 - (D) the patient or patient's agent is given the option to use the system;
 - (E) the patient or patient's agent has access to a pharmacist for questions regarding the prescription at the pharmacy where the automated storage and distribution device is located, by a telephone available at the pharmacy that connects directly to another pharmacy, or by a telephone available at the pharmacy and a posted telephone number to reach another pharmacy;
 - (F) the pharmacist-in-charge is responsible for the supervision of the operation of the system;
 - (G) the automated storage and distribution device has been tested by the pharmacy and found to dispense prescriptions accurately. The pharmacy shall make the results of such testing available to the board upon request;

(H) the automated storage and distribution device may be loaded with previously verified prescriptions only by a pharmacist or by pharmacy technicians or pharmacy technician trainees under the direction and direct supervision of a pharmacist;

(I) the pharmacy will make the automated storage and distribution device available for inspection by the board;

(J) the automated storage and distribution device is located within the pharmacy building whereby pharmacy staff has access to the device from within the prescription department and patients have access to the device from outside the prescription department. The device may not be located on an outside wall of the pharmacy and may not be accessible from a drive-thru;

(K) the automated storage and distribution device is secure from access and removal of prescription drug orders by unauthorized individuals;

(L) the automated storage and distribution device has adequate security system to prevent unauthorized access and to maintain patient confidentiality; and

(M) the automated storage and distribution device records a digital image of the individual accessing the device to pick-up a prescription and such record is maintained by the pharmacy for two years.

XXX

Summary of the Pilot Project

ScriptCenter will be installed in two locations to give prescription access to employees and discharge patients. Tejas Patel (Round Rock) and Pamela Knight (Carrollton) will oversee the project and will provide monthly updates to the Board. The reports will include:

- *Number of prescriptions delivered to patients via ScriptCenter*
- *The time of day that the prescriptions were picked up*
- *Length of time and the specific dates of any system downtime*
- *Any errors associated with ScriptCenter*
- *Results from an on-screen survey to measure patient satisfaction*

Conditions

- (1) Unless otherwise stated in this document, the pilot project will operate in accordance with the conditions outlined in the proposed pilot project.
- (2) The pilot project will be conducted at Baylor Scott and White Pharmacy #201 in Round Rock and Baylor Scott and White Pharmacy #104 in Carrollton.
- (3) The time frame for the project will be no more than 18 months from the start of the project, which must occur within 30 days of the Board's approval. The Texas State Board of Pharmacy shall be notified in writing within 10 days of the start of the project. However, the Board may extend the time frame for the project as deemed appropriate by the Board.
- (4) The pilot project may NOT include prescriptions for any controlled substance.