

# TSBP Approved Pilot Project for 24 hour Prescription Access at BSWH

Baylor Scott & White Pharmacy #104 & #201  
Texas State Board of Pharmacy – Summary Report

## Problem

- 24 hour accessibility to prescriptions for patients.
- Patient satisfaction & convenience.

## Solution

ScriptCenter for 24/7 pickup of patient specific, finished prescriptions.

## Pilot Project Approved 8/2016

### **Location 1 Carrollton**

#### **Filling Pharmacy:**

Baylor Scott & White Pharmacy #104  
4323 N. Josey Lane, Ste. 102  
Carrollton, TX 75010  
License #27871

*ScriptCenter is located ~100 yards in the Baylor Medical Center (connected to the Medical Plaza)*



### **Location 2 Round Rock**

#### **Filling Pharmacy:**

Baylor Scott & White Pharmacy #201  
425 University Blvd., Ste. 165  
Round Rock, TX 78665  
License # 29834

*ScriptCenter is located ~300 yards across the street in the Baylor Scott & White Medical Center*

# Pilot Project

- **Approved in August 2016**
- **Implemented in April 2017**
- **Data to be collected:**
  - 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

# Baylor Scott & White Pharmacy #104

## Carrollton, TX

Go-Live: 4/18/17

Enrollments: 86

Total Pickups: 627

New Prescriptions – 336

Refill Prescriptions – 279

OTCs – 12

After-hours Pickups: 243 (39%)

New Prescriptions – 133

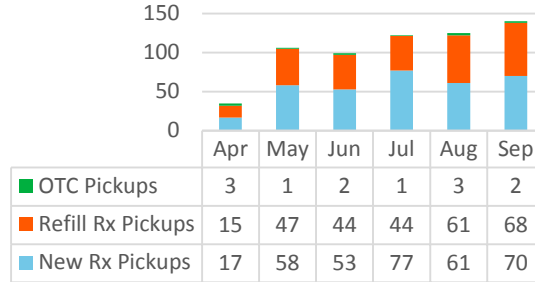
Refill Prescriptions – 106

OTCs – 4

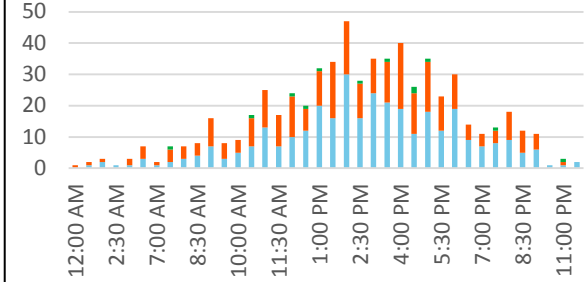
ScriptCenter Uptime: 99.99%

ScriptCenter Errors: 0

Carrollton Pickups by Type



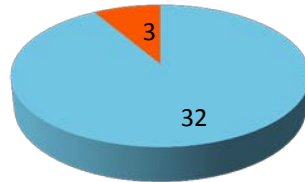
Carrollton Pickups by Time of Day



Carrollton Survey Data

48 Surveys Offered\* - 81% Answer Rate

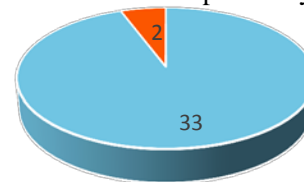
Would you recommend ScriptCenter to a friend or colleague?



■ Yes ■ No

91% Said Yes

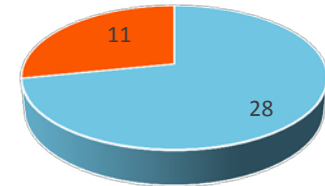
Is the convenience of after hours prescription pick-up an important reason to use this pharmacy?



■ Yes ■ No

94% Said Yes

Is ScriptCenter a key reason to use this pharmacy?



■ Yes ■ No

72% Said Yes

# Baylor Scott & White Pharmacy #201

## Round Rock, TX

Go-Live: 4/11/17

Enrollments: 154

Total Pickups: 1102

New Prescriptions – 632

Refill Prescriptions – 398

OTCs – 72

After-hours Pickups: 230 (21%)

New Prescriptions – 136

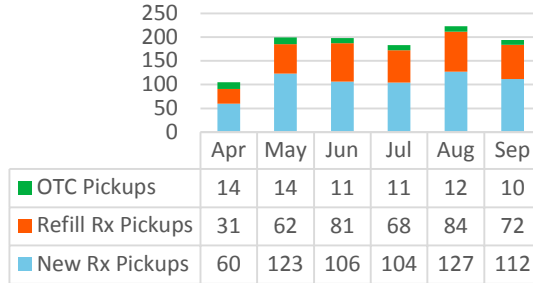
Refill Prescriptions – 78

OTCs – 16

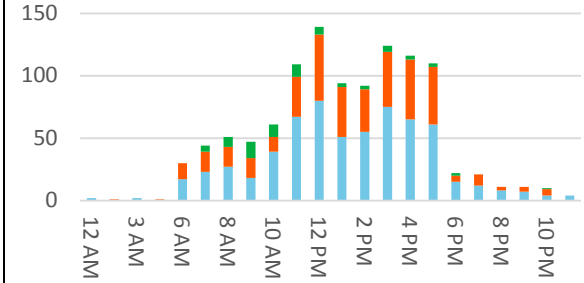
ScriptCenter Uptime: 99.99%

ScriptCenter Errors: 0

Round Rock Pickups by Type



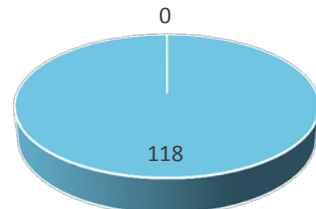
Round Rock Pickups by Time of Day



### Round Rock Survey Data

153 Surveys Offered\* - 81% Answer Rate

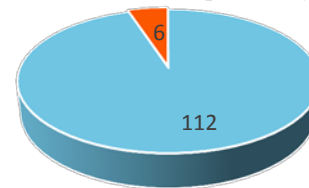
Would you recommend ScriptCenter to a friend or colleague?



■ Yes ■ No

100% Said Yes

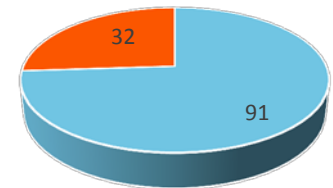
Is the convenience of after hours prescription pick-up an important reason to use this pharmacy?



■ Yes ■ No

95% Said Yes

Is ScriptCenter a key reason to use this pharmacy?



■ Yes ■ No

74% Said Yes

# 22 TAC 291.33 – Operation Standards

*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*

A. Device deliver refills of the prescription drug orders

B. Device may not be used to deliver a controlled substance

- ✓ C. Drugs must be stored at the proper temperatures
- ✓ D. The patient or agent are given the option to use the system
- ✓ E. Patient has access to the pharmacy by provided telephone
- ✓ F. The pharmacist in charge is responsible for the device
- ✓ G. The device has been tested by the pharmacy and results are available to the BOP
- ✓ H. Device may be loaded by a pharmacist or technician
- ✓ I. Device must be made available for inspection by the BOP

J. Located within the pharmacy building whereby pharmacy staff has access to the

device from within 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. Device is secure from access and removal of drug orders by unauthorized individuals
- ✓ L. Has adequate security system
- ✓ M. Records a digital image of individuals access the device and records maintained for 2 years.

# Conclusion

In conclusion, the following can be drawn from the results:

- The TSBP approved pilot project has demonstrated that the ScriptCenter kiosk...
  - can accurately deliver previously verified prescription medications to patients via a safe and secure method of delivery 24 hours a day, 7 days a week from a remote location away from the pharmacy in properly approved and secured areas.
  - enables new prescriptions to be delivered to patients and aid in providing required pharmacist consultations via Video Consult.
  - enables controlled substances to be securely delivered to patients by capturing snapshot images, driver's license verification, and live video before controlled substances are released from the kiosk.

# Questions?



**PROPOSED AMENDMENT TO 22 TX ADC § 291.33**

22 TAC § 291.33

§ 291.33. Operational Standards

[No Revisions until subsection (b)(3)(B)(iii)]

(iii) A pharmacy may use an automated storage and distribution device as specified in subsection (i) of this section for pick-up of a previously verified prescription by a patient or patient's agent, provided the following conditions are met:

(I) a notice is posted which includes the following information:

(-a-) the pharmacist is off-site and not present in the pharmacy;

(-b-) no new prescriptions may be prepared at the pharmacy but previously verified prescriptions may be delivered to the patient or the patient's agent; and

(-c-) the date/time when the pharmacist will return;

(II) the pharmacy must maintain documentation of the absences of the pharmacist(s); and

(III) the prescription department is locked and secured to prohibit unauthorized entry.

(IV) A pharmacy that uses an automated storage and distribution device to deliver previously verified prescription medications at a location that is remote from the pharmacy shall comply with the requirements specified in subsection (i), as well as the following notice requirements:

(I) a notice is posted which includes the following information:

(-a-) the location of the pharmacy that has verified the previously dispensed medications; and

(-b-) counseling is available from a Texas licensed pharmacist 24 hours a day/7 days a week through the use of telephonic communication;

(II) the pharmacy that has verified the prescription medications dispensed from the device must maintain documentation identifying the Texas licensed pharmacist who provided counseling; and

(III) the device satisfies the security requirements specified in subsection (i)(4)(M).

\* \* \* \*

[No Revisions until Subsection (i)(4)]

(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(28) of this title (relating to Definitions) unless the device has technology that would allow a pharmacist to counsel the patient prior to the release of the medication from the device;

~~(B) the automated storage and distribution device may not be used to deliver a controlled substance;~~

~~(B)~~ (C) drugs stored in the automated storage and distribution device are stored at proper temperatures;

~~(C)~~ (D) the patient or patient's agent is given the option to use the system;

~~(D)~~ (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;

~~(E)~~ (F) the pharmacist-in-charge is responsible for the supervision of the operation of the system;

~~(F)~~ (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;

~~(G)~~ (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;

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

~~(I)~~ (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;

(J) the automated storage and distribution device may be located at a facility that is remote from the pharmacy provided that the security requirements set forth in subsection (M);

(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) if located in a facility that is remote from the pharmacy, the device shall satisfy the additional security and operational requirements:

(i) the facility must be at a location where access to prescription pick-up is desirable, such as a licensed health care facility, clinic, or other locations where prescriptions can be delivered as specified in 22 TX ADC 291.9;

(ii) a security camera is used to monitor the location within the facility where the device is located;

(iii) patient counseling via a direct telephonic link to a Texas licensed pharmacist who has access to the complete patient profile shall be available prior to the release of any new or refilled prescription medication from the device.

~~(MN)~~ 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.

## Credits

Source: The provisions of this §291.33 adopted to be effective September 14, 1988, 13 TexReg 4306; amended to be effective February 1, 1989, 14 TexReg 453; amended to be effective September 5, 1990, 15 TexReg 4807; amended to be effective January 29, 1992, 17 TexReg 323; amended to be effective January 1, 1993, 17 TexReg 9116; amended to be effective January 4, 1994, 18 TexReg 9853; amended to be effective June 1, 1994, 19 TexReg 3921; amended to be effective December 1, 1994, 19 TexReg 9179; amended to be effective March 21, 1996, 21 TexReg 2227; amended to be effective April 7, 1997, 22 TexReg 3106; amended to be effective March 29, 2000, 25 TexReg 2575; amended to be effective June 4, 2000, 25 TexReg 4778; amended to be effective August 31, 2000, 25 TexReg 8405; amended to be effective December 27, 2000, 25 TexReg 12690; amended to be effective June 20, 2001, 26 TexReg 4478; amended to be effective December 19, 2001, 26 TexReg 10311; amended to be effective June 1, 2002, 27 TexReg 1736; amended to be effective December 15, 2002, 27 TexReg 11537; amended to be effective June 23, 2003, 28 TexReg 4637; amended to be effective March 4, 2004, 29 TexReg

1951; amended to be effective June 6, 2004, 29 TexReg 5361; amended to be effective June 12, 2005, 30 TexReg 3208; amended to be effective June 11, 2006, 31 TexReg 4629; amended to be effective March 6, 2008, 33 TexReg 1784; amended to be effective September 7, 2008, 33 TexReg 7218; amended to be effective December 14, 2008, 33 TexReg 10027; amended to be effective March 12, 2009, 34 TexReg 1593; amended to be effective June 7, 2009, 34 TexReg 3391; amended to be effective December 6, 2009, 34 TexReg 8691; amended to be effective May 30, 2010, 35 TexReg 4165; amended to be effective December 8, 2010, 35 TexReg 10690; amended to be effective March 10, 2011, 36 TexReg 1517; amended to be effective September 12, 2011, 36 TexReg 5847; amended to be effective June 7, 2012, 37 TexReg 4046; amended to be effective June 12, 2013, 38 TexReg 3592; amended to be effective December 10, 2013, 38 TexReg 8835; amended to be effective September 11, 2014, 39 TexReg 7094; amended to be effective December 7, 2014, 39 TexReg 9345; amended to be effective December 6, 2015, 40 TexReg 8766; amended to be effective September 11, 2016, 41 TexReg 6697; amended to be effective September 6, 2017, 42 TexReg 4466.

Current through 42 Tex.Reg. No. 5184, dated September 22, 2017, as effective on or before September 29, 2017

22 TAC § 291.33, 22 TX ADC § 291.33

**RECOMMENDATION  
PETITION FOR A PILOT PROJECT  
Automated Storage and Distribution Device**

**PRESENTED FOR BOARD CONSIDERATION  
November 7, 2017**

The pilot project proposes to demonstrate improved pharmaceutical care services through the use of an automated storage and distribution device system which contribute to positive patient outcomes.

**SUMMARY**

**Pilot Project Proposal**

August 2, 2016	The proposal for a pilot project was approved.
February 2017	Pilot project begins at Carrollton and Round Rock locations.
October 2017	It is recommended that the Board proceed with amending the rules regarding automated storage and distribution device systems to:  <ol style="list-style-type: none"><li>1) allow new prescriptions dispensed;</li><li>2) allow controlled substances dispensed; and</li><li>3) allow systems to be located at locations other than the pharmacy.</li></ol>