

Enterprise EHR Advisory – RxHub service

May 28, 2009

Aloha Enterprise EHR client,

As per the recent fax notice we sent to your office, we are excited to share some recent e-prescribing updates with you.

First, in early April, we informed you that we temporarily disabled the SureScripts network to the Longs pharmacies while they updated their internal pharmacy software system. Longs Drug Stores recently informed us that the conversion to all their Hawaii locations will be completed by the end of May, 2009. Upon completion, we will re-enable all SureScripts functionality and you may resume sending prescriptions and responding to RxRenewal requests from all Longs locations.

Secondly, on June 1, 2009, TeamPraxis will upgrade Enterprise EHR with RxHub. With RxHub, you can look forward to your patients' medication list within Enterprise to be updated with information from RxHub's nationwide medication database. Below is some general information on RxHub.

What is RxHub and how does it benefit me?

RxHub is a nationwide utility information exchange that connects prescribers, pharmacies and payers. With adjudicated medication claims information received from its participating payers, RxHub is able to update your patient's medication history with meds received within the last 180 days. RxHub enables clinicians to provide informed continuity of care necessary to reduce costly errors and improve patient safety.

When will RxHub be available?

The system will be activated on Sunday May 31, 2009 and will update patients who are scheduled in Enterprise EHR on the following day.

How does RxHub work?

On a nightly basis, Enterprise will request a medication history update for patients scheduled for the following day. Providers who completed a prescription within the last 15 days will automatically receive medication history information from RxHub. RxHub consolidates the patient medication history by matching the Last Name, First Name, Zip Code, Date of Birth and Gender. If RxHub finds a match it will display the last 180 days of medication history in the patients medication list. Details such as the provider name and SIG information will not be provided as part of the medication information update from RxHub.

You also have the ability to check eligibility manually on a per patient basis by selecting the "Edit" button to the right of the Rx Benefit section in the patient's medication list and selecting the "Check eligibility" option. This process normally takes a couple of minutes to complete.

How does this information get into a patient's Enterprise medication list?

The patient ID in Enterprise is used to track the medication information that is requested from RxHub. Based on the patient ID, Enterprise will use the National Drug Code (NDC) to compare the medications on its list with the list received from RxHub. Medications that do NOT match or do not already exist will be added to the Enterprise medication list with a status of Active and type Hx.

Medication(s) on the patient's med list with a status of entered in error (EIE) will be ignored. Medication information received from RxHub will not include details like the provider or SIG.

Is it possible to have duplicate medication(s) listed?

Yes, here are different scenarios that may allow duplicate medication(s) to display:

- If a medication has the status of EIE these medications may have duplicates if the insurance carrier has shown that the same medication has had a claim for a prescription filled within the last 180 days.
- If the medication received from RxHub has the same medication name but a different NDC the medication will be added to the patient's medication list.
- If RxHub has information on a different patient with the same Last name, First name, Zip Code, Date of Birth and Gender. If this happens, please contact TeamPraxis and we will submit for a correction.

Note: Not all plans that participate in RxHub and Eligibility provide Medication History. Some plans that send Med Hx do not send all Medication History; for example, some might not send Psychiatric meds and HIV/AIDS meds.

Request / Response Flow

