

Patient Care Services Provided by a Pharmacist

The Academy of Managed Care Pharmacy (AMCP) supports compensation for pharmacists providing direct patient care services. Prescription medications have become the primary option for the treatment of the vast majority of chronic conditions, and pharmacists are uniquely qualified by virtue of their specialized training to serve as the medication expert within the patient care team. Services provided by pharmacists are a vital part of comprehensive patient care, especially when delivered in collaboration with other health care providers. It is important to note these services may be provided in addition to or distinct from the direct dispensing of prescription medications. Recognition for these services through a commensurate increase in pharmacist compensation (in addition to dispensing fees) is often appropriate.

AMCP believes in order to qualify for compensation, pharmacists must demonstrate value to patients, other providers, and payers through Medication Therapy Management, collaborative care services, and other direct patient care services. This value should relate to the ability of pharmacists to help patients achieve clinical goals, reduce overall health care costs, and improve patient satisfaction. It is AMCP's belief that this will be best achieved by delivering care collaboratively.

AMCP defines the pharmacists' role in collaborative care as:

"... that component of the health care system that seeks, through the caring, collaborative efforts of a team of pharmacists, physicians, nurses, and other health care providers working with patients, to ensure that medications are used appropriately to improve patient health status. By incorporating the pharmaceutical care process into the patient's health care plan, the health care team assumes responsibility for ensuring that therapeutic and quality of life outcomes are achieved." ¹

AMCP believes that the pharmacist brings value to the health care team by serving as the medication management professional. Pharmacists' training and expertise support their role as the leader in collaborative efforts to develop and implement pharmaceutical care plans. Patient care services provided by pharmacists should include, but are not limited to, the following elements:

- Assessment of therapeutic needs, such as the identification of both treated and untreated medical conditions;
- Assessment of patient knowledge of their medical conditions and their treatment plan;
- Assessment of patient safety by evaluating patient treatment plans for the risk of adverse drug reactions;

- Recommending and/or providing preventive care services;
- Development of a patient specific treatment plan, which provides the patient with the safest, most effective, and most convenient options available;
- Development and delivery of patient specific information and education in reference to the patient's medical condition, medication use, life-style modification, and appropriate use of medical devices;
- Collaboration with the patient care team in the management of chronic disease states with an emphasis on provision and coordination of continuity of care;
- Assurance that patients receive appropriate follow-up;
- Promotion of patient empowerment for their own care, for example, by providing patient assistance necessary to ensure patients are able to demonstrate proper adherence to their specific drug regimen; and
- Assisting patients to optimally utilize health care resources.

Through the delivery of patient care services, pharmacists, in collaboration with physicians, nurses, other health care providers and patients, can provide valuable ongoing, comprehensive assessment and management of drug therapy. This role will allow pharmacists to improve quality of care, achieve patient specific clinical outcomes, and reduce overall costs of care.

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Adopted by the AMCP Board of Directors, October 2000

Please see AMCP's website for revisions and updates to our *Where We Stand* series:

www.amcp.org/positionstatements.

¹ Academy of Managed Care Pharmacy, *Concepts in Managed Care Pharmacy Series – Pharmaceutical Care*. 1997. <http://www.amcp.org/Sec.aspx?id=5399>. Accessed July 2014.