aOS
accredo order scheduling
(afasterwaytogetyourmedicine)

When scheduling a prescription becomes a 9-step process, it's time to try Accredo OS.

Ask your designer to see if Accredo OS is right for you!

Do you schedule mail-order prescription delivery by phone?

You, like many of your coworkers, answer phone calls from patients looking to refill or renew their prescription medication. The medication you process treats complex and chronic health conditions like multiple sclerosis, rheumatoid arthritis, hemophilia and cancer. Typically, the costs for these treatments average $10,000 per month! There is no room for error when processing medication at this level. That's why you need Accredo Order Scheduling.

What is Accredo OS?

Accredo Order Scheduling is a software application designed to help phone agents efficiently schedule, refill and renew high-profile medication.

Simple 3-Step Process:

Schedule an Order
Review Order
Confirmation

Who is Accredo?

Accredo is a specialty mail-order pharmacy that serves patients with complex and chronic health conditions.

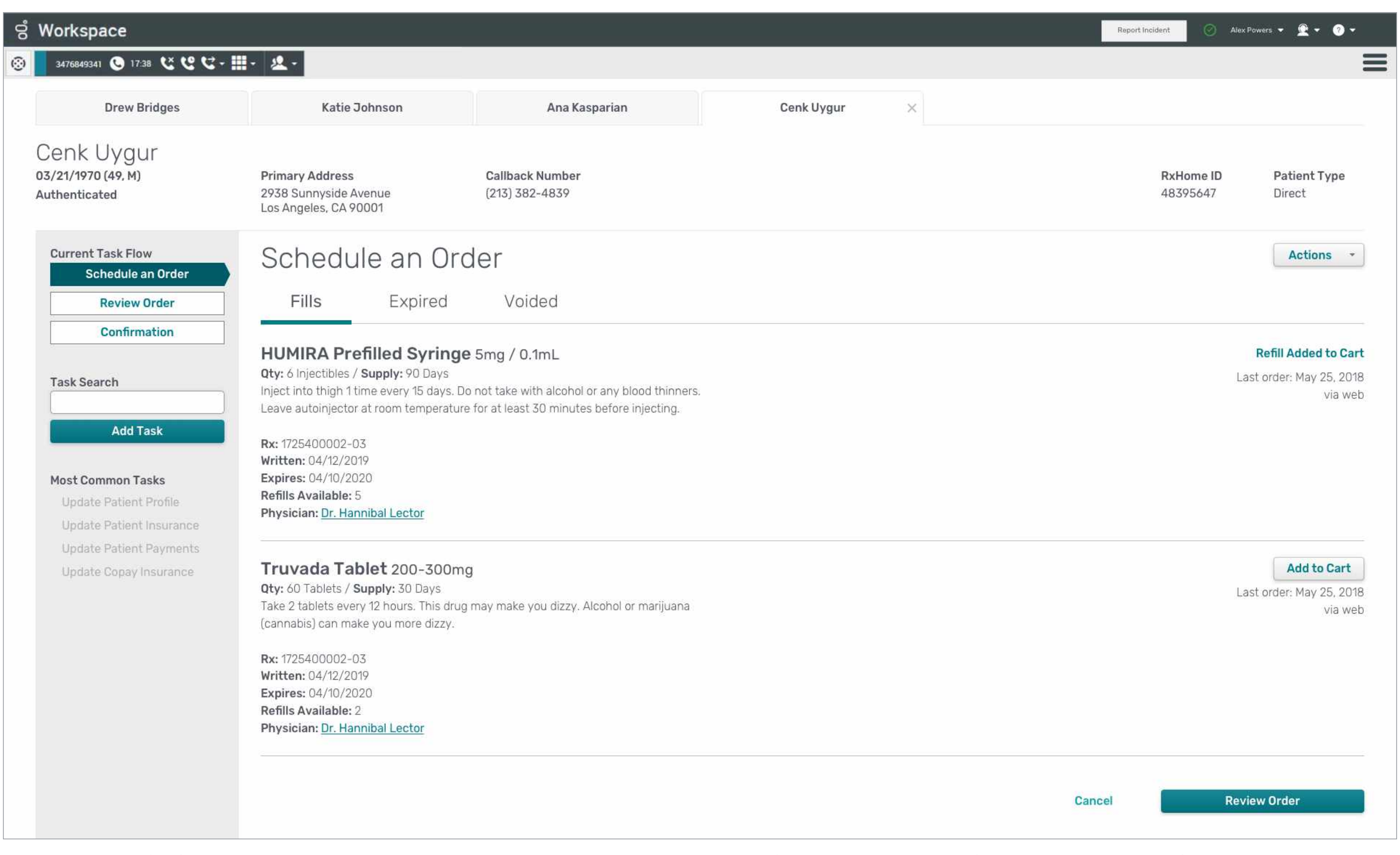
Why do I need Accredo OS?

For filling simple prescriptions, legacy applications may be all a phone agent needs. When the agent has to fill more than just pills, or worse yet, multiple high-end medications, there's Accredo OS. Accredo OS targets the source of phone agent frustration and consolidates everything into three simple steps. The patient can get back to living life sooner. The agent can process more prescriptions. The company saves money. Everyone wins!

Accredo OS might be right for you!

Accredo Order Scheduling is a software application designed to help phone agents efficiently schedule, refill and renew high-profile prescription medication. It's fast, efficient, and as intuitive as shopping online!

Step 1:
View available prescriptions to refill



Workspace
3476849341 17:38
Report Incident Alex Powers
Drew Bridges | Katie Johnson | Ana Kasparian | Cenk Uygur

Cenk Uygur
03/21/1970 (49, M)
Authenticated

Primary Address
2938 Sunnyside Avenue
Los Angeles, CA 90001

Callback Number
(213) 382-4839

RxHome ID
48395647

Patient Type
Direct

Current Task Flow
Schedule an Order
Review Order
Confirmation

Task Search
Add Task

Most Common Tasks
Update Patient Profile
Update Patient Insurance
Update Patient Payments
Update Copay Insurance

Schedule an Order
Actions
Fills | Expired | Voided

HUMIRA Prefilled Syringe 5mg / 0.1mL
Qty: 6 Injectibles / **Supply:** 90 Days
Inject into thigh 1 time every 15 days. Do not take with alcohol or any blood thinners. Leave autoinjector at room temperature for at least 30 minutes before injecting.

Rx: 1725400002-03
Written: 04/12/2019
Expires: 04/10/2020
Refills Available: 5
Physician: Dr. Hannibal Lector

Refill Added to Cart
Last order: May 25, 2018 via web

Truvada Tablet 200-300mg
Qty: 60 Tablets / **Supply:** 30 Days
Take 2 tablets every 12 hours. This drug may make you dizzy. Alcohol or marijuana (cannabis) can make you more dizzy.

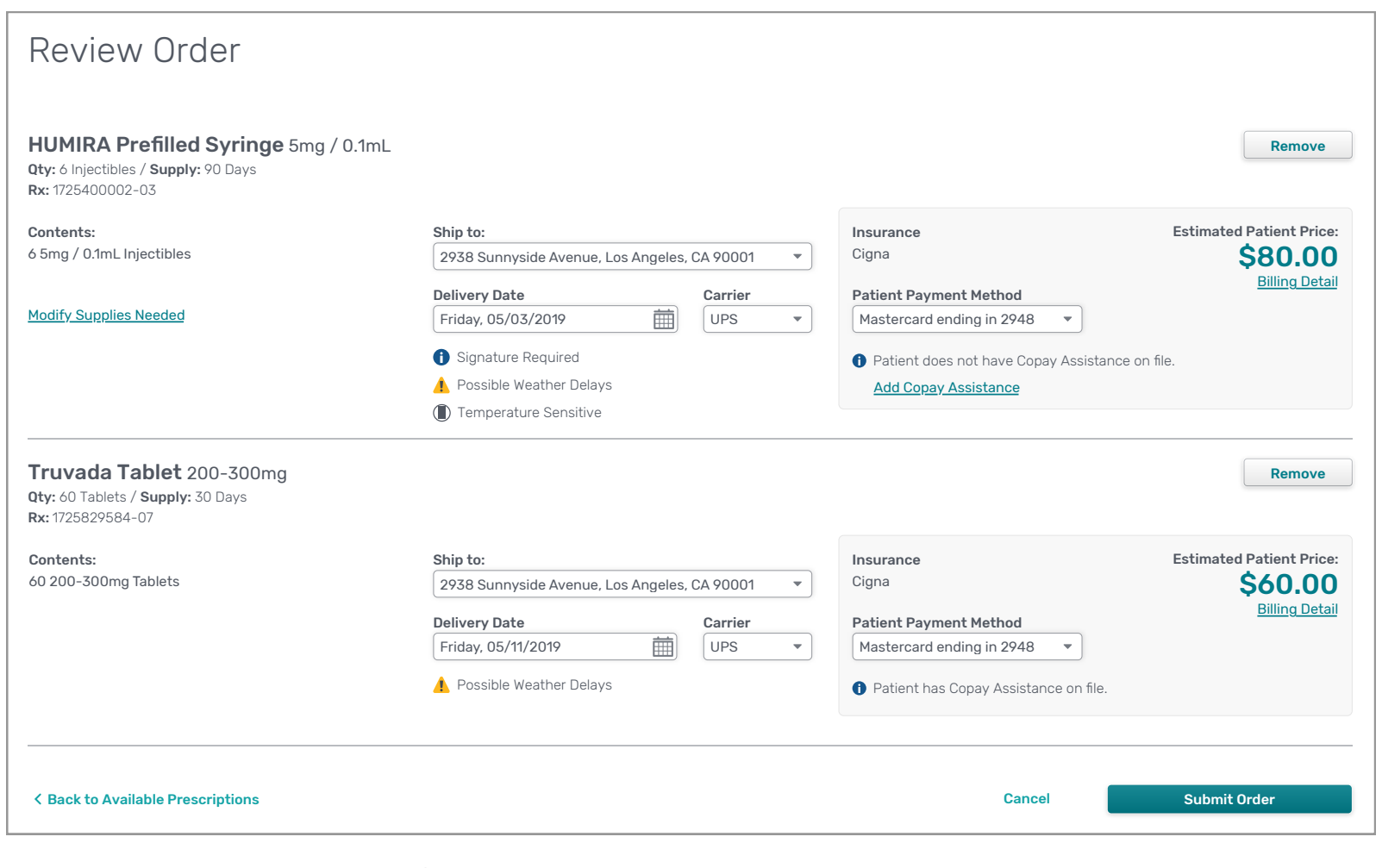
Rx: 1725400002-03
Written: 04/12/2019
Expires: 04/10/2020
Refills Available: 2
Physician: Dr. Hannibal Lector

Add to Cart
Last order: May 25, 2018 via web

Cancel | Review Order

All prescriptions available for refill are available in a shopping cart experience. The agent can see the dosage, directions, or any other identifying details that the patient may refer to over the phone. They can also find expired and voided prescriptions in the same place in case there needs to be followup by the physician. Everything is sorted left to right, top to bottom in the same way it was presented on most calls during user testing on legacy applications. This enables the agent to follow their own flow without depending on a robotic-sounding script to compensate for poorly arranged design elements in the legacy applications.

Step 2:
Review shipping options



Review Order

HUMIRA Prefilled Syringe 5mg / 0.1mL
Qty: 6 Injectibles / **Supply:** 90 Days
Rx: 1725400002-03
Remove

Contents: 6 5mg / 0.1mL Injectibles
Modify Supplies Needed
Ship to: 2938 Sunnyside Avenue, Los Angeles, CA 90001
Delivery Date: Friday, 05/03/2019
Carrier: UPS
Signature Required
Possible Weather Delays
Temperature Sensitive
Insurance: Cigna
Patient Payment Method: Mastercard ending in 2948
Patient does not have Copay Assistance on file.
Add Copay Assistance
Estimated Patient Price: $80.00
Billing Detail

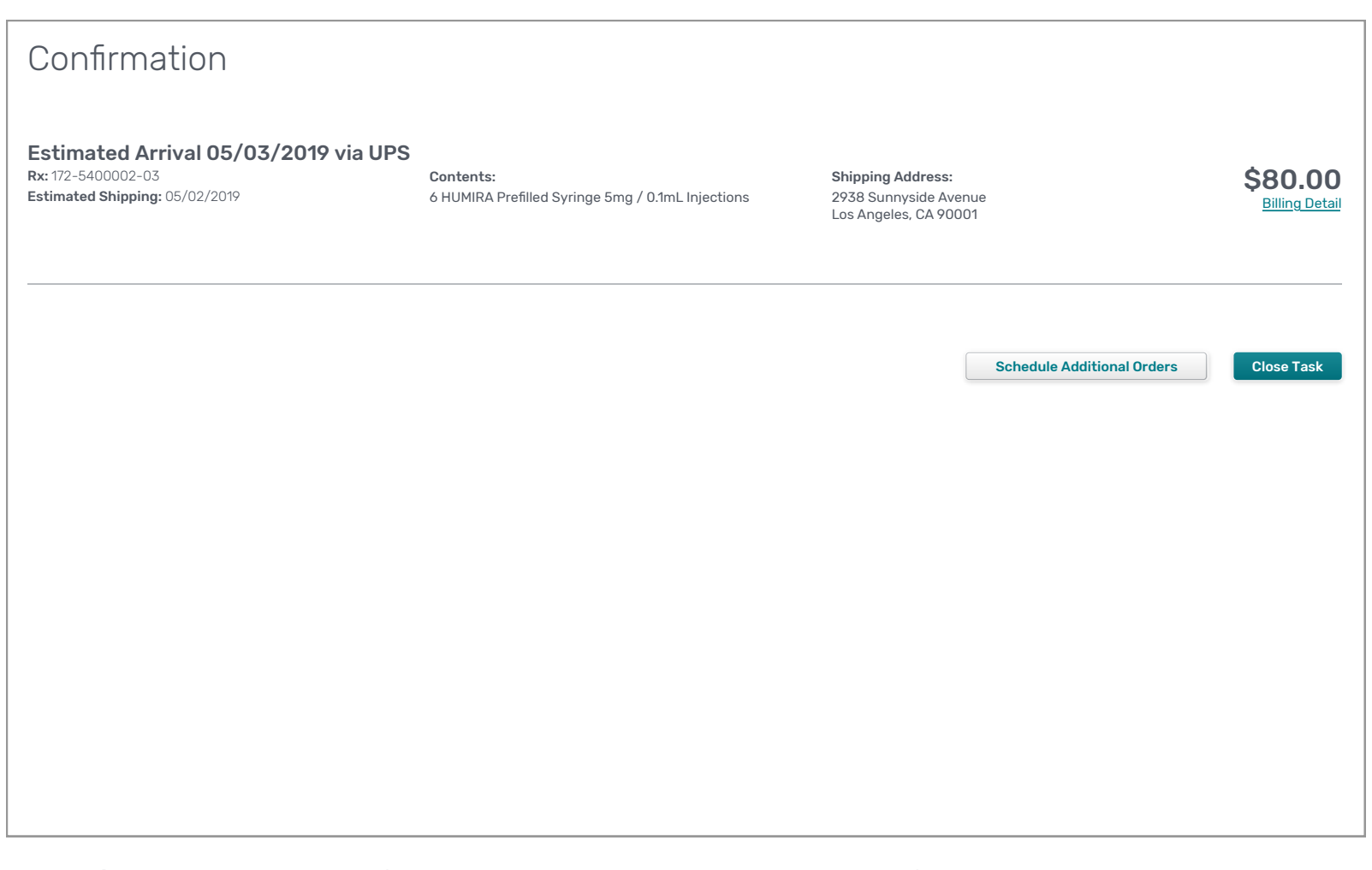
Truvada Tablet 200-300mg
Qty: 60 Tablets / **Supply:** 30 Days
Rx: 1725829584-07
Remove

Contents: 60 200-300mg Tablets
Ship to: 2938 Sunnyside Avenue, Los Angeles, CA 90001
Delivery Date: Friday, 05/11/2019
Carrier: UPS
Possible Weather Delays
Insurance: Cigna
Patient Payment Method: Mastercard ending in 2948
Patient has Copay Assistance on file.
Estimated Patient Price: $60.00
Billing Detail

< Back to Available Prescriptions | Cancel | Submit Order

The review screen takes advantage of several APIs working in conjuction to provide a smooth user experience and less time on the phone per patient. Previous shipping addresses are logged for easy selection. Delivery date and carrier APIs work together to ensure unavailable dates are not shown, and that temperature sensitive medicine doesn't expire due to shipping delays or arrival on days the carrier doesn't deliver. Medical supplies such as sharps containers, alcohol wipes, gauze, and bandages are only shown with medication that requires it. If third-party Copay Assistance is available to save the patient money, the screen will show if it's linked or provide a link to add it to the medication. Previous payment information is stored to save time entering the same details more than once. Finally, if the patient decides they don't want to order a refill after finding out the estimated price, the agent can easily remove that medication.

Step 3:
Confirmation



Confirmation

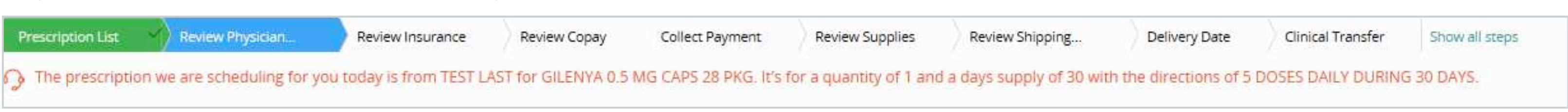
Estimated Arrival 05/03/2019 via UPS
Rx: 172-5400002-03
Estimated Shipping: 05/02/2019
Contents: 6 HUMIRA Prefilled Syringe 5mg / 0.1mL Injections
Shipping Address: 2938 Sunnyside Avenue, Los Angeles, CA 90001
$80.00
Billing Detail

Schedule Additional Orders | Close Task

The confirmation screen shows information that some callers tend to ask about after an order is submitted, based on user testing. This saves time from going to an order status screen if the patient just wants a little reassurance that everything is correct. The user can then close the task or schedule another available refill if needed.

What does Accredo OS treat?

A segmented and redundant order flow for each prescription being scheduled:



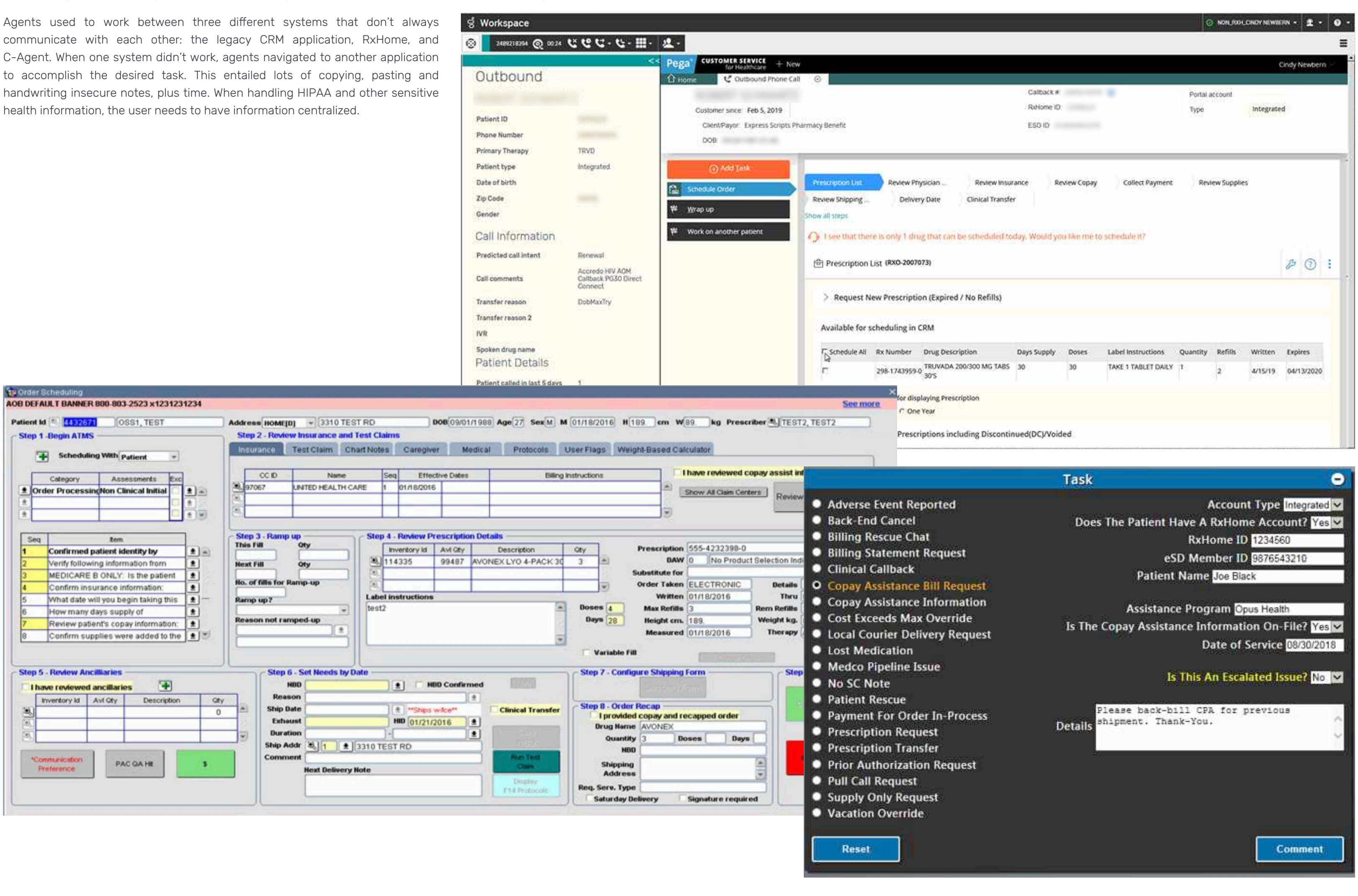
Prescription List › Review Physician... › Review Insurance › Review Copay › Collect Payment › Review Supplies › Review Shipping... › Delivery Date › Clinical Transfer | Show all steps

The prescription we are scheduling for you today is from TEST LAST for GILENYA 0.5 MG CAPS 28 PKG. It's for a quantity of 1 and a days supply of 30 with the directions of 5 DOSES DAILY DURING 30 DAYS.

Previously, phone agents had to navigate through a nine-step flow, verifying simple details page-by-page. This translates into several mouse clicks, page loads and API calls. Additionally, the agent had to repeat this process if the patient had more than one prescription to schedule. Unable to skip around steps, the agent may awkwardly request information more than once, like shipping address or credit card number.

"Swiveling" or switching between several legacy applications to accomodate missing features:

Agents used to work between three different systems that don't always communicate with each other: the legacy CRM application, RxHome, and C-Agent. When one system didn't work, agents navigated to another application to accomplish the desired task. This entailed lots of copying, pasting and handwriting insecure notes, plus time. When handling HIPAA and other sensitive health information, the user needs to have information centralized.



Task

- Adverse Event Reported
- Back-End Cancel
- Billing Rescue Chat
- Billing Statement Request
- Clinical Callback
- Copay Assistance Bill Request
- Copay Assistance Information
- Cost Exceeds Max Override
- Local Courier Delivery Request
- Lost Medication
- Medco Pipeline Issue
- No SC Note
- Patient Rescue
- Payment For Order In-Process
- Prescription Request
- Prescription Transfer
- Prior Authorization Request
- Pull Call Request
- Supply Only Request
- Vacation Override

Account Type: Integrated
Does The Patient Have A RxHome Account?: Yes
RxHome ID: 1234560
eSD Member ID: 8976543210
Patient Name: Joe Black
Assistance Program: Opus Health
Is The Copay Assistance Information On-File?: Yes
Date of Service: 08/30/2018
Is This An Escalated Issue?: No
Details: Please back-bill CPA for previous shipment. Thank-You.

Reset | Comment

Lengthy Employee Training:

Onboarding typically lasted several months for the agent to become comfortable processing prescriptions for patients.

Heavy Liability on Phone Agent:

Agents had to manually calculate shipping dates, medical supply needs, and when the patient would run out of medication.

Long Patient Phone Calls:

Patients with multiple medications that need refills or renewals had to walk through them one at a time with the agent.

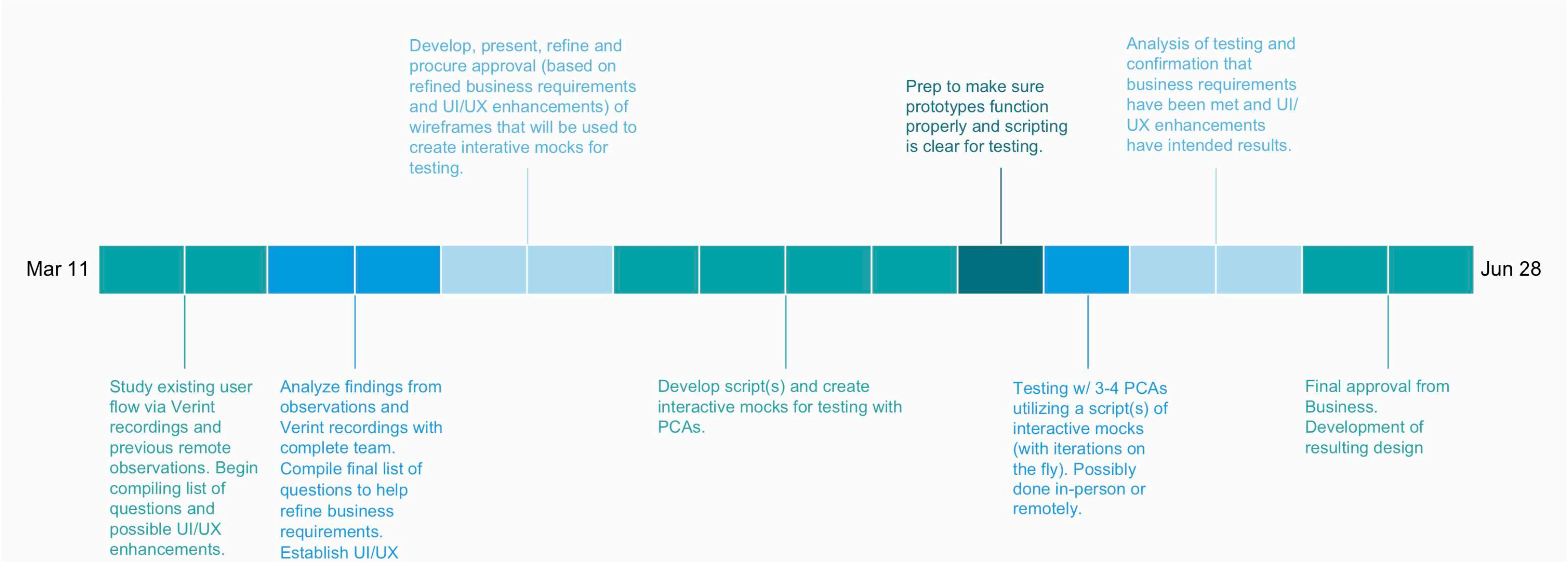
Patients without Medicine:

Missed ship date calculations, errors processing between systems, and information overload would lead to delays.

What are some things I should know before using Accredo OS?

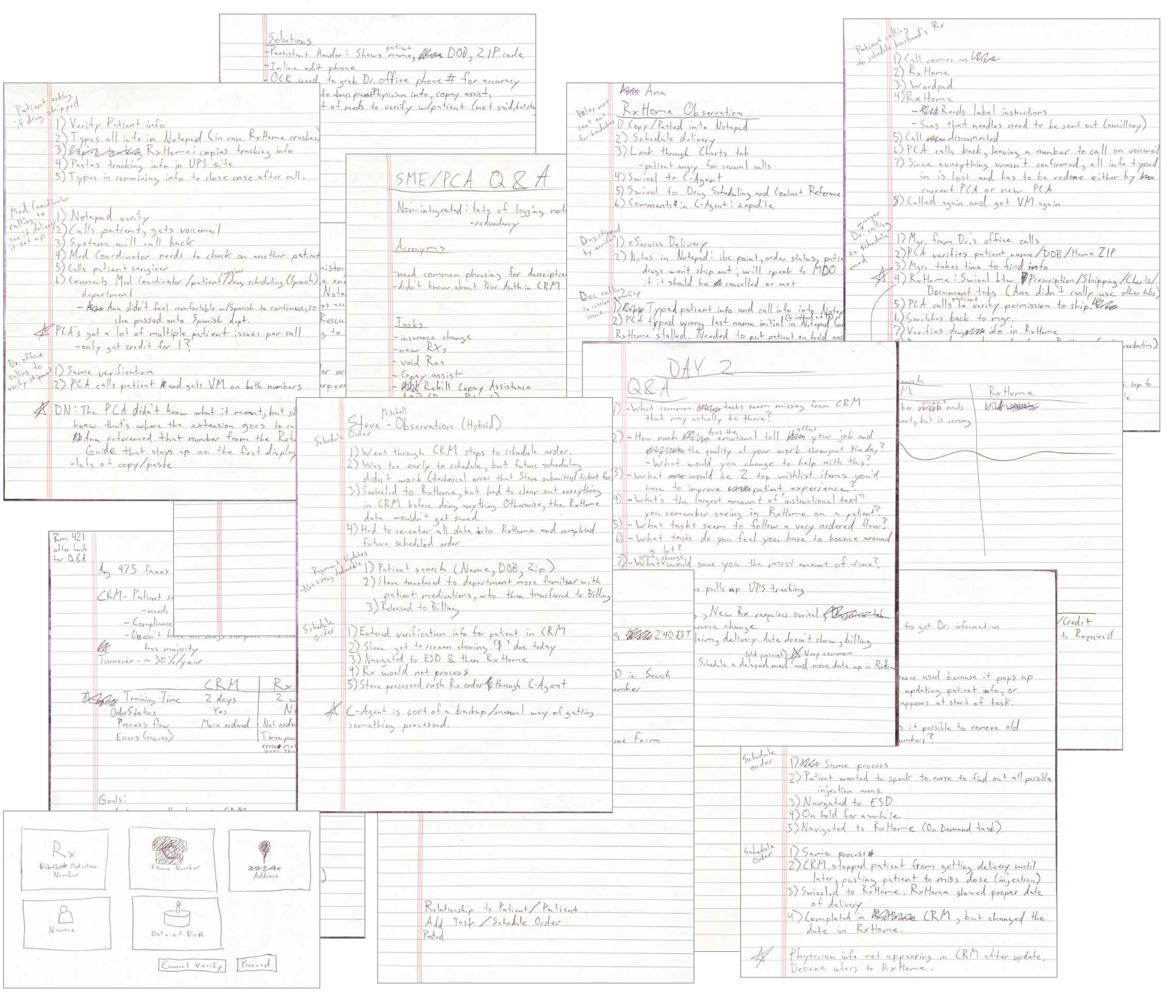
It's important to know that Accredo OS was designed with the phone operator in mind. Patients want to speak with someone who has empathy for their high-cost medical conditions and time available. Poor design shouldn't be absorbed into your experience just because the patient doesn't see it. Your user experience translates to the patient. If something is hard to find, the patient waits. If you're struggling to process medication, the patient will sense this frustration and both of your emotions will run high, especially when it's about cancer prescriptions. Accredo OS was born from exhaustive observation, note taking, interviews, sketching, wireframing, developer coordination, high fidelity designs, prototyping and testing, all without the side effects of legacy applications.

Initial Timeline:



Develop, present, refine and procure approval (based on refined business requirements and UI/UX enhancements) of wireframes that will be used to create interative mocks for testing.
Prep to make sure prototypes function properly and scripting is clear for testing.
Analysis of testing and confirmation that business requirements have been met and UI/UX enhancements have intended results.
Mar 11
Jun 28
Study existing user flow via Verint recordings and previous remote observations. Begin compiling list of questions and possible UI/UX enhancements.
Analyze findings from observations and Verint recordings with complete team. Compile final list of questions to help refine business requirements. Establish UI/UX enhancements to be made.
Develop script(s) and create interactive mocks for testing with PCAs.
Testing w/ 3-4 PCAs utilizing a script(s) of interactive mocks (with iterations on the fly). Possibly done in-person or remotely.
Final approval from Business. Development of resulting design

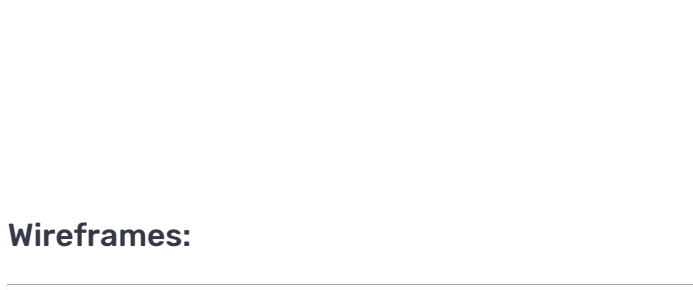
Initial Patient Care Advocate (PCA) Phone Agent Research and Observation:

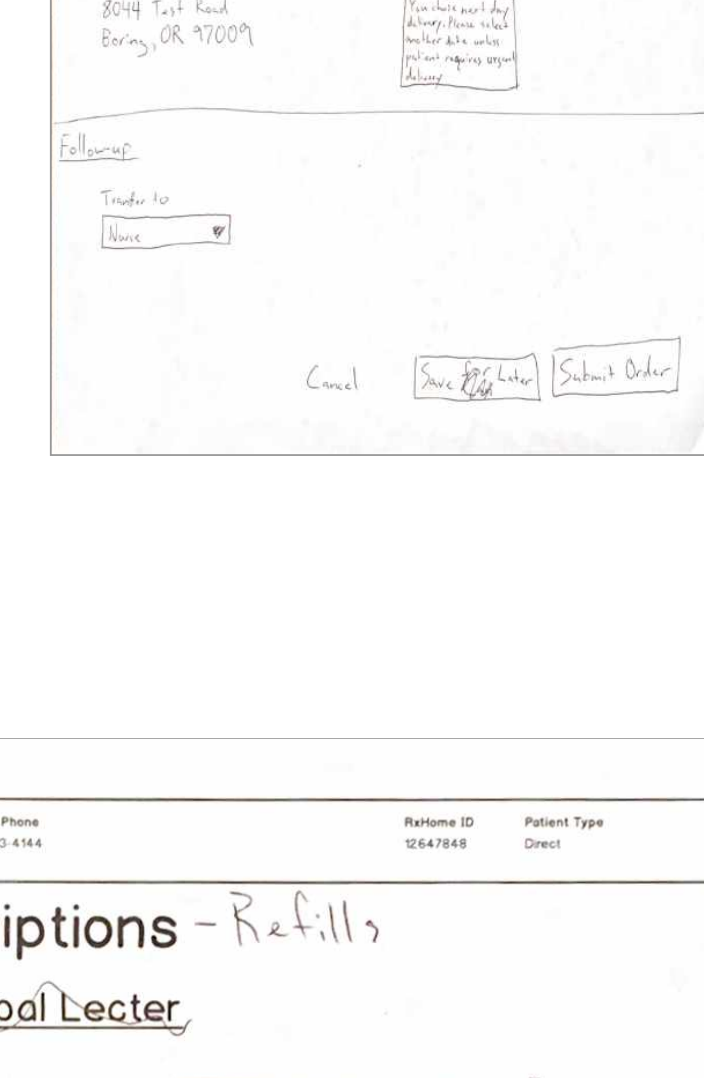


88 APIs to Include / Consolidate:

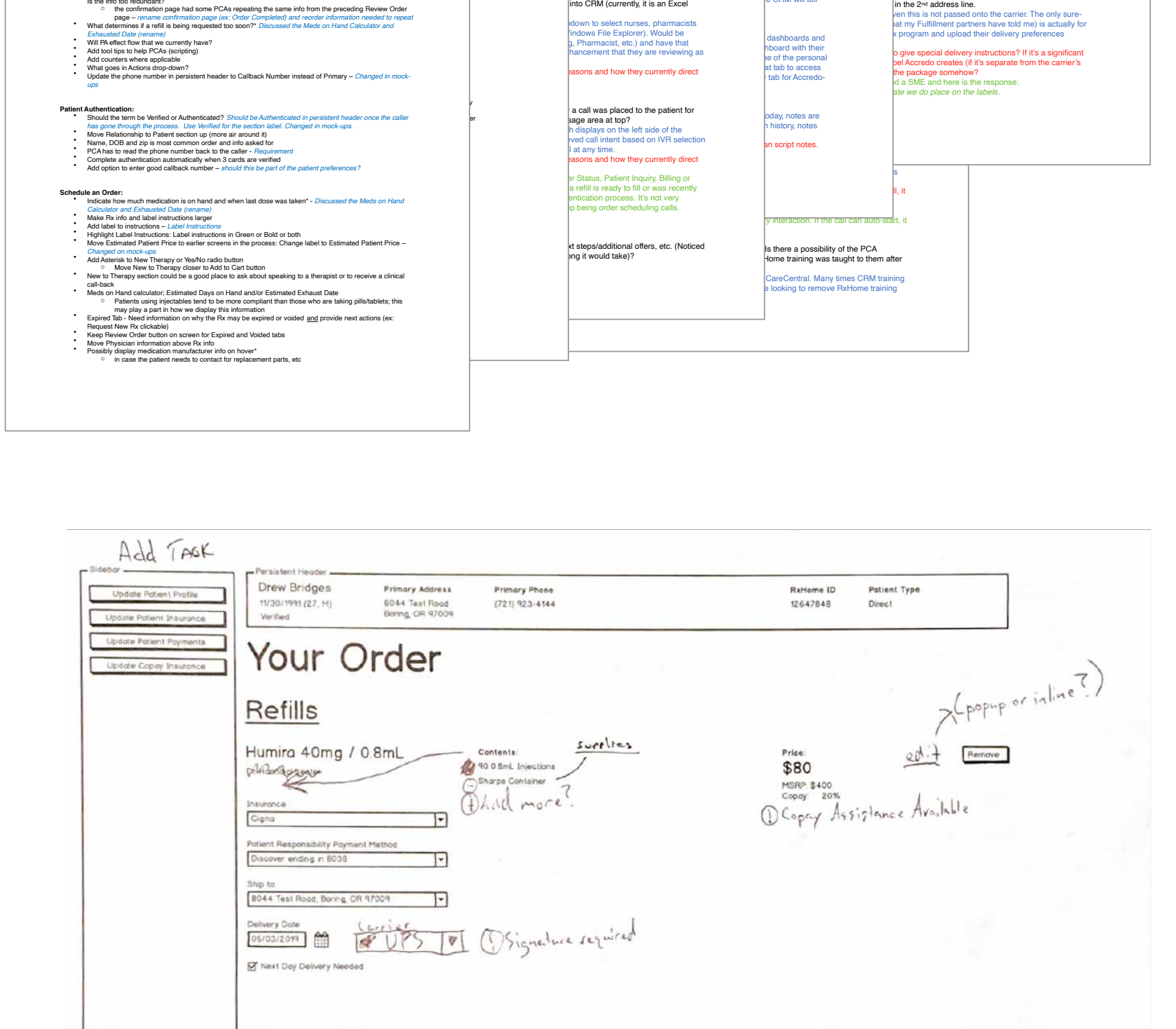
S.No.	Service Name	API Name	Prod URL
86	getActiveRx	getActiveRx	https://servicesapi-prod.express-scripts.com/v1/rxplegacyadaptor/getActiveRx
87	ReviewAuthDetails/Celgene API	reviewAuthorizationDetails	https://api.express-scripts.io/accredo/v1/celgene/reviewAuthorizationDetails
88	RemsDrugs	GetREMSDrugDetails	https://spbrc.express-scripts.com/spbrc/PRRestService/RemsDrugs/ESI-FW-ControlCFW-SVC-RemsSvcs/RemsDrugs

Initial Sketches:

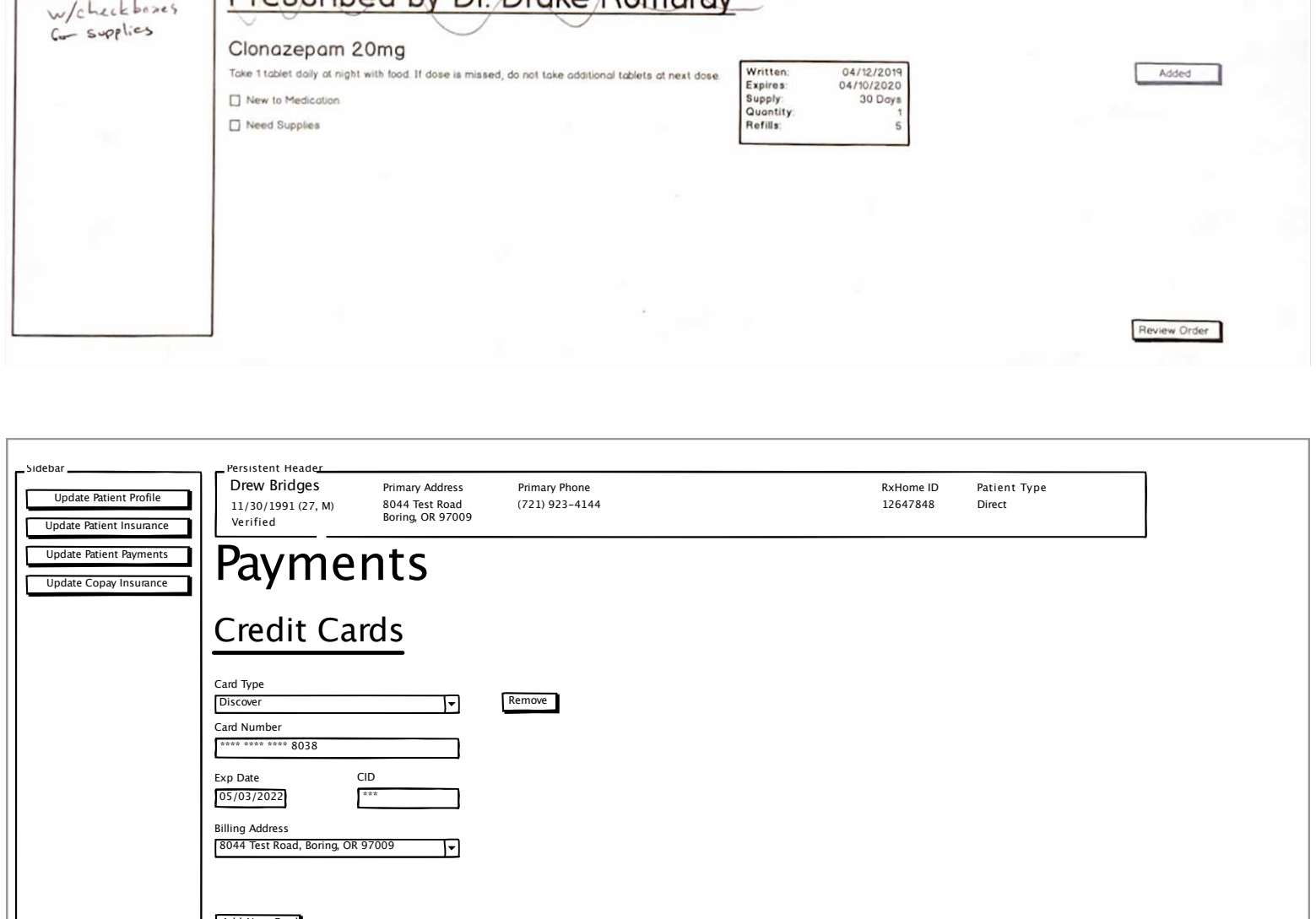


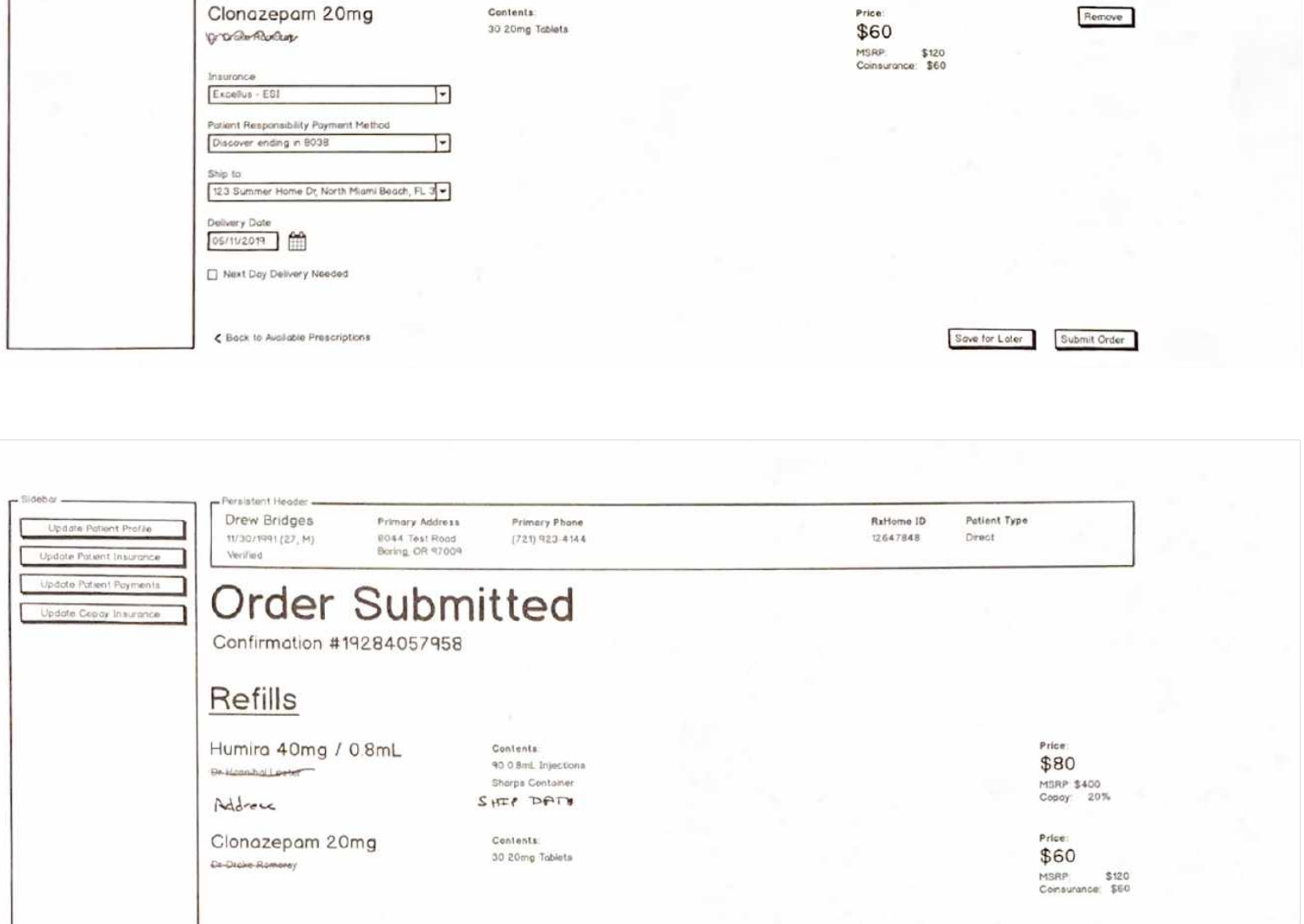


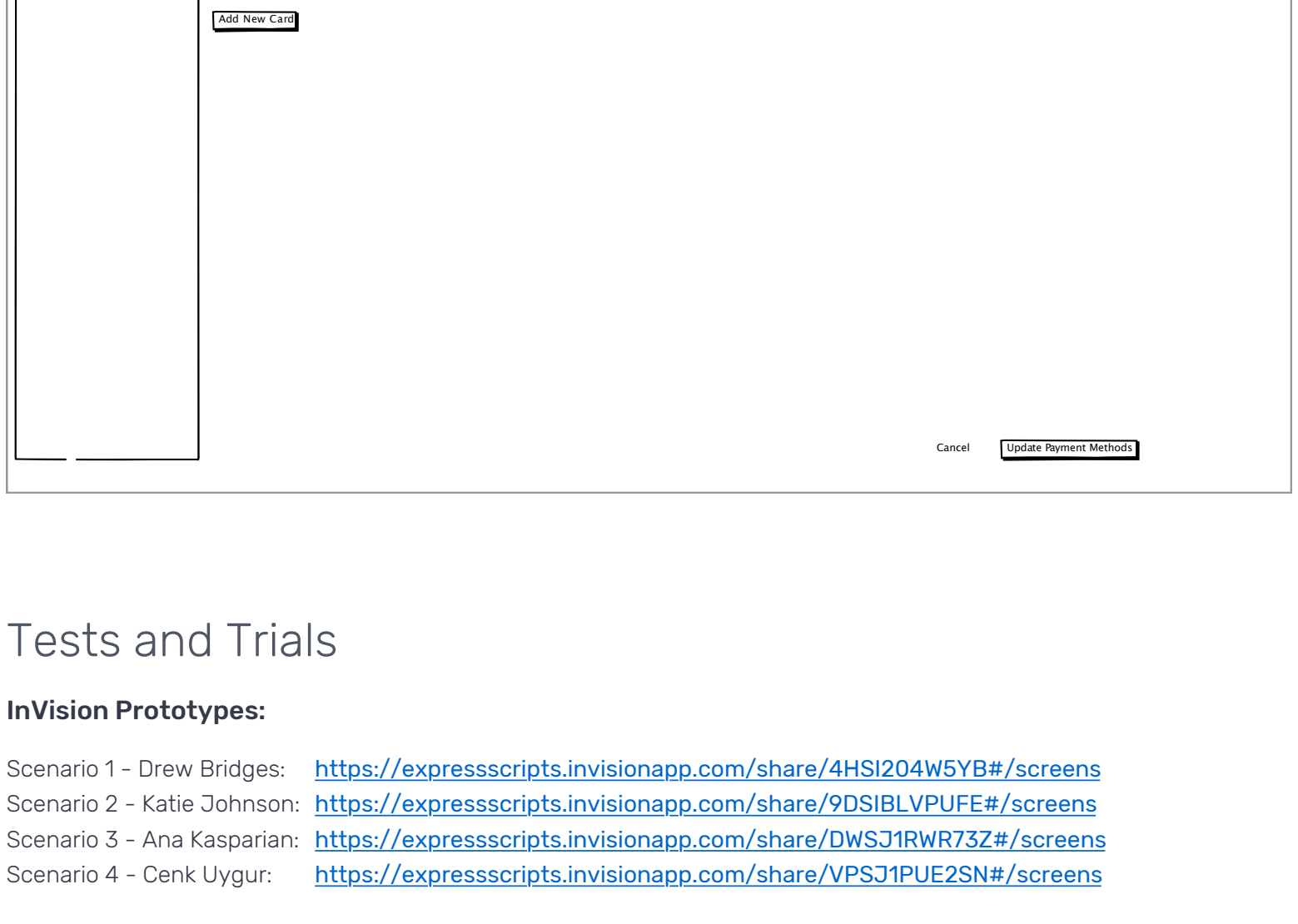
Brand Product Owner Questions and Answers:

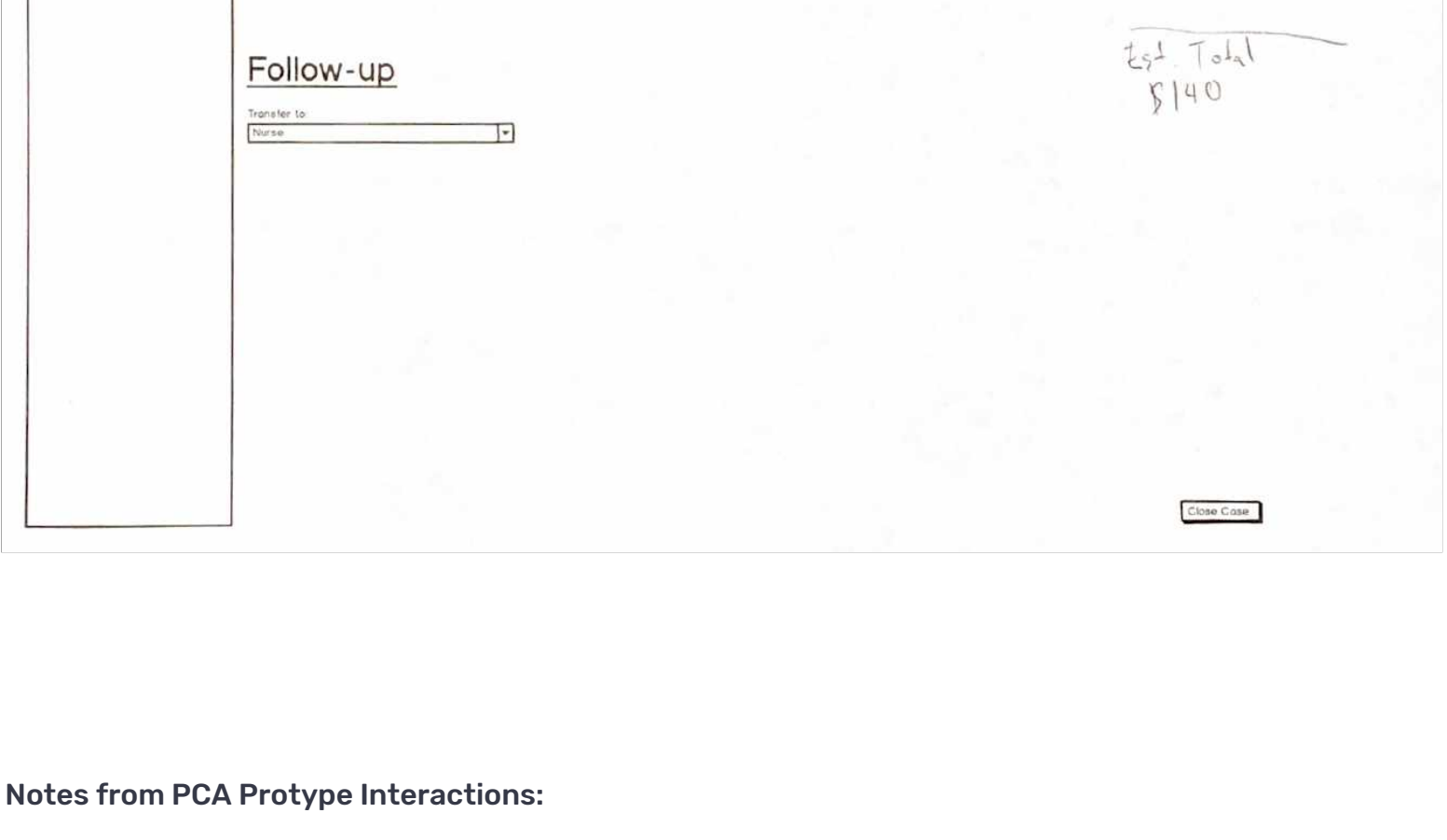


Wireframes:





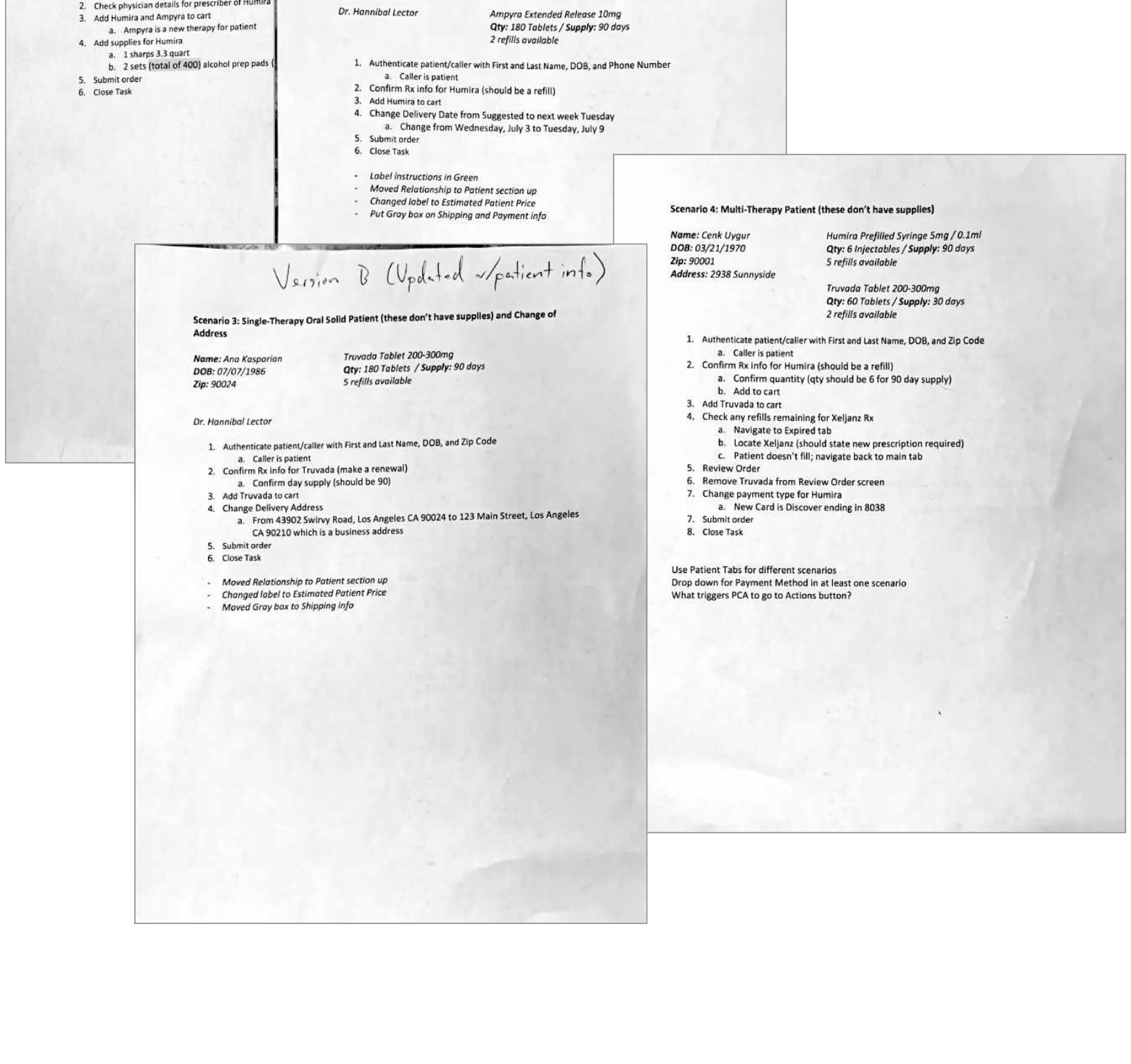




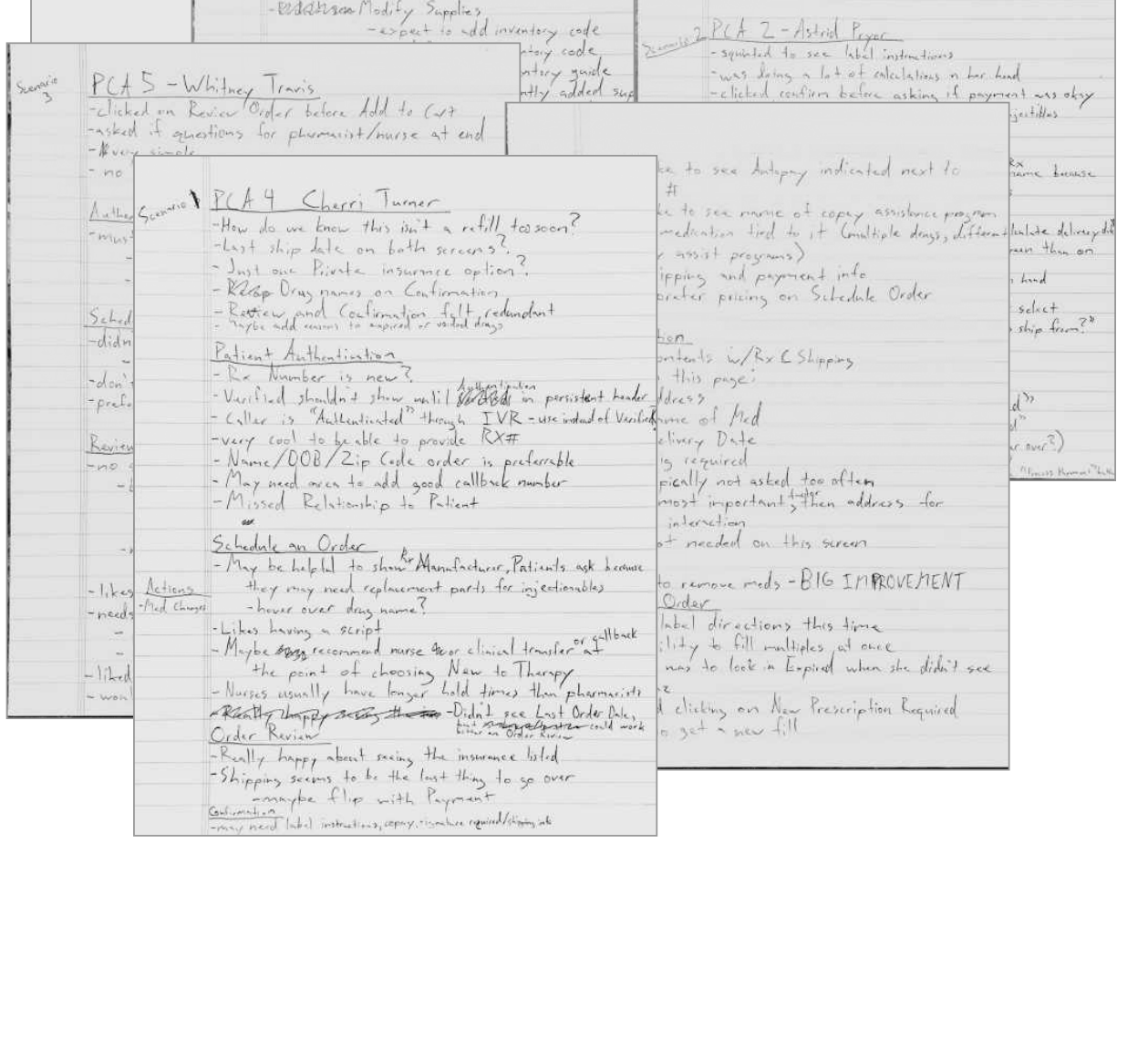
Tests and Trials

InVision Prototypes:

Scenario 1 – Drew Bridges: https://expressscripts.invisionapp.com/share/4HSI204W5YB#/screens
Scenario 2 – Katie Johnson: https://expressscripts.invisionapp.com/share/9DSIBLVPUFE#/screens
Scenario 3 – Ana Kasparian: https://expressscripts.invisionapp.com/share/DWSJ1RWR73Z#/screens
Scenario 4 – Cenk Uygur: https://expressscripts.invisionapp.com/share/VPSJ1PUE2SN#/screens



Notes from PCA Protype Interactions:



Schedule a prescription for Accredo OS

If you have prescription scheduling aches and pains, talk to your designer today!

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Legal Notices

Accredo OS is not a cure. It's designed to complete most prescription orders within three steps. While it treats the symptoms listed, there may be circumstances in which the phone agent has to enter information that hasn't been stored from previous orders. This includes new patient profiles, billing details, shipping addresses, copay assistance programs, and medical supplies. A three-step process is not guaranteed. Just one AOS application gives 365-day relief. Use while operating machinery. Do not consume alcohol while using AOS, as it may lead to joblessness.