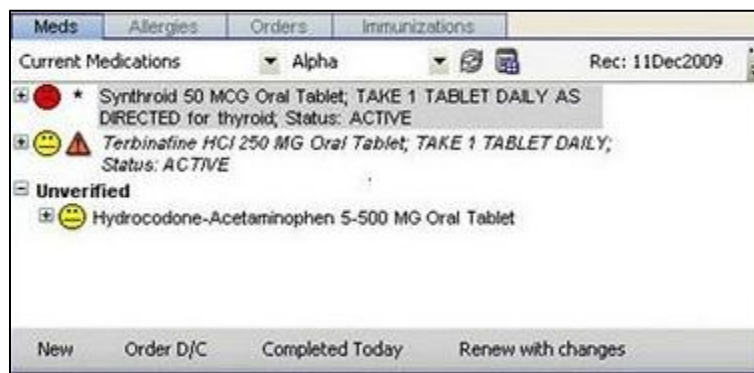


What are Unverified Medications? *Jodi Todd, Consultant, Ambulatory Practice*

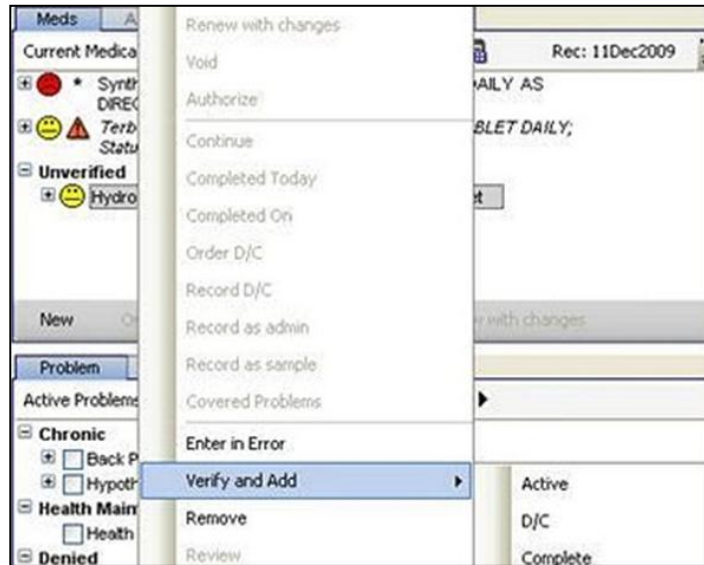
What are unverified medications? What do we do with them?

You take the time to review and reconcile every patient's medication list with them, discontinuing, refilling, renewing and updating medications. You are familiar with your patients' medication lists, but suddenly, you have something new in the medication list. There, in bold black font is the heading "Unverified." What is that and where did it come from?

An Unverified Medication is a medication that has not been verified with the patient. It is medication history, if you will, that did not come from the patient, but came from the patient's insurance company. This is a service available to providers who are enrolled with SureScripts[®] for ePrescribing. RxHub is the division of SureScripts that queries the insurance company for these medications. This is how it works: A job runs at night in the background where RxHub queries the insurance carriers of any patient with an appointment scheduled the following day for medications that have been filled in a pre-determined time period. That time period is set up in your system preferences and can be anywhere between 1 and 24 months. Those medications are then imported into the Electronic Health Record (EHR) and show up in the medication list under the heading **Unverified** like this:



While you are reviewing medications being taken with the patient, these unverified medications need to be verified as appropriate. It is best to treat them like medication history. "Ms. Patient, I see that you are taking Synthroid once a day, Terbinafine once a day and Hydrocodone. Is that still accurate?" To verify the medication, right click on the medication and click on **Verify and Add**. Your options at that point are:



Choose either **Active**, **D/C** or **Complete** as clinically appropriate to add the medication to the patient's **Active Medications** or **Past Medications**. If the patient reports that they have never taken this medication, they will need to contact their insurance company for this to be completely removed from their record. Once you have verified all medications, you will be able to reconcile the medication list by clicking on the **List Reconcile** button. You will not be able to reconcile the list until all **Unverified Medications** are verified.

Why are these important? Many patients forget medications that they are taking, or leave something out that is clinically relevant to their treatment. This check provides an extra layer of history retrieval of a patient's medications. It can also be a huge time saver for new patients or patients who are treating with doctors outside of your clinic with multiple medications being managed by different providers. In order to care for the patient completely, it is important to know all medications a patient is taking, even if they were not prescribed by you. Consider those unverified medications a welcome help when treating your patients and a great result of increased technology and communications flow between the provider and insurance company.

If you would like more information about SureScripts, ePrescribing, or other Ambulatory solutions provided by VCS, please contact us at 610.444.1233, vcs@getvitalized.com, or visit www.getvitalized.com.