

In-office dispensing and medically integrated dispensing^{1,2}



- **In-office dispensing:** practice serves as the pharmacy for oral and self-injectable medications for in-office dispensing
- **Medically integrated dispensing:** an outside company provides pharmaceutical services

Potential Benefits:

- ✓ Streamlined insurance processing
- ✓ Real-time adherence monitoring
- ✓ Quicker start to therapy
- ✓ Increased convenience and trust

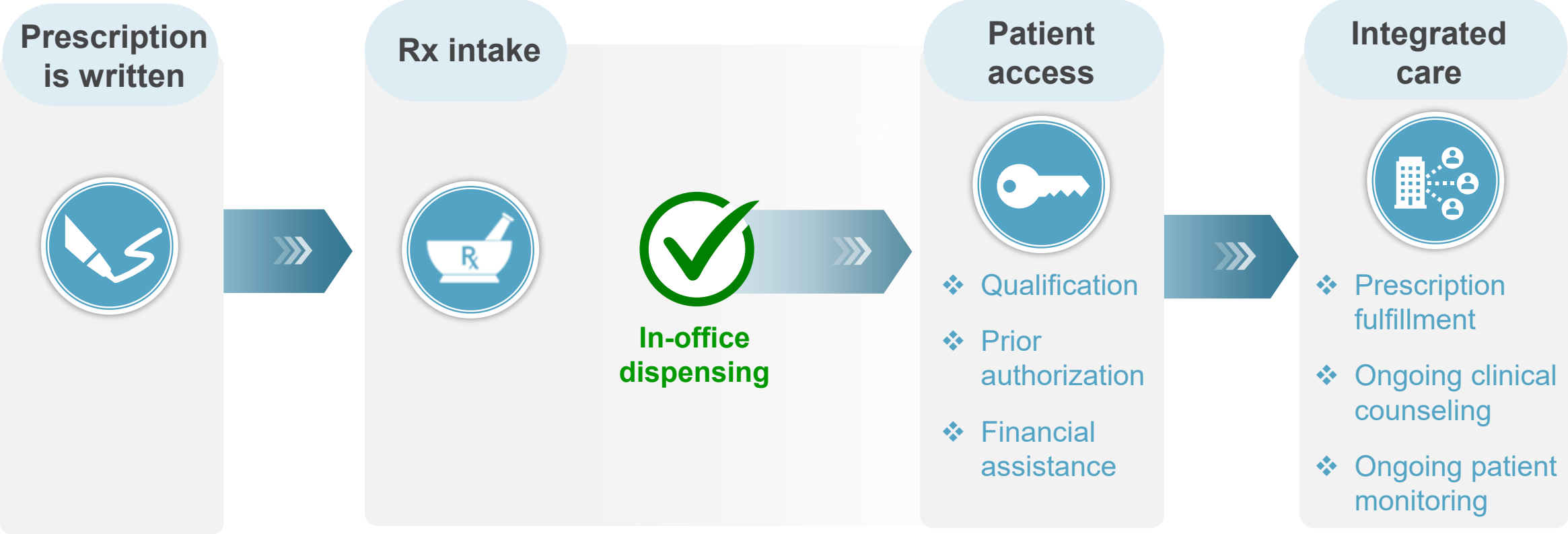
1. HouseRx. medically integrated dispensing moves into rheumatology. Accessed June 9, 2025.

<https://www.houserx.com/blog/medically-integrated-dispensing-moves-into-rheumatology>

2. ACR. Panelists to explain models for in-office dispensing of medications. Accessed June 9, 2025.

<https://www.acrconvergencetoday.org/panelists-to-explain-models-for-in-office-dispensing-of-medications/>

In-office dispensing in action¹⁻³



1. HouseRx. Medically integrated dispensing moves into rheumatology. Accessed June 9, 2025. <https://www.houserx.com/blog/medically-integrated-dispensing-moves-into-rheumatology> 2. ACR. Panelists to explain models for in-office dispensing of medications. Accessed June 9, 2025. <https://www.acrconvergencetoday.org/panelists-to-explain-models-for-in-office-dispensing-of-medications/> 3. Coalition of State Rheumatology Organizations. Accessed June 9, 2025. <https://csro.info/UserFiles/file/PresentationMaterials/CSROBusinessofRheumatology-InOfficeDispensing.pdf>

Balancing clinical and financial considerations^{1,2}



Managing specialty drugs is a balancing act to maintain sufficient control while mitigating financial risk and ensuring compliance with payer mandates



Control to prevent delays

Ensuring patients receive their medications without any unnecessary delays



Financial risk

Managing the financial risks associated with procurement while maintaining inventory



External payer mandates

Maintaining compliance with payer preferences and formulary guidance to streamline reimbursement

1. HouseRx. Medically integrated dispensing moves into rheumatology. Accessed June 9, 2025. <https://www.houserx.com/blog/medically-integrated-dispensing-moves-into-rheumatology> 2. ACR. Panelists to explain models for in-office dispensing of medications. Accessed June 9, 2025. <https://www.acrconvergencetoday.org/panelists-to-explain-models-for-in-office-dispensing-of-medications/>

The benefits of proactive patient communication and education



Patients who know what to expect and understand their care plan report higher rates of satisfaction as well as higher perceived quality of care



Provide welcome packets to new patients and regular appointment reminders to help patients prepare and reduce no-show rates¹



During visits, take time to answer questions and explain treatments in plain language¹



Utilize social media to proactively monitor feedback from patients about their health services²

1. MGMA. Got reviews? Improving patient experience to enhance quality outcomes. Accessed June 9, 2025. <https://www.mgma.com/articles/got-reviews-improving-patient-experience-to-enhance-quality-outcomes> 2. Chen J, et al. *J Med Internet Res.* 2021;23(5):e17917.

Extend access through telehealth and flexible schedules



Increasing patient options for visits results in reduced wait times and better coverage



Telemedicine: essential for rural areas and for patients who reside a long distance from the office; provides a convenient follow-up care option^{1*}



Extended hours: morning, evening, and weekend options increase flexibility and patient satisfaction²



Remote therapeutic monitoring: allows for electronic patient-reported outcomes (ePRO) and other patient-generated data to be reviewed between visits³

*Be sure to check local and federal laws and restrictions regarding telemedicine, including HIPAA rules and guidance, Medicare and Medicaid policies, licensure, and prescribing controlled substances.

1. CCR. Top rheumatology trends in 2025. Accessed June 9, 2025. <https://www.ccrheumatology.com/2025/03/06/top-rheumatology-trends-in-2025/> 2. NORM. 7 Ideas on how to enhance your patients' experience. Accessed June 9, 2025. <https://normgroup.org/seven-ideas-on-how-to-enhance-your-patients-experience/> 3. Nowell W, et al. *Med Res Arch*. 2023;11(72):3957.