



Panel of Peers – Reflections From Select Panel Members May 6, 2022



Question 1

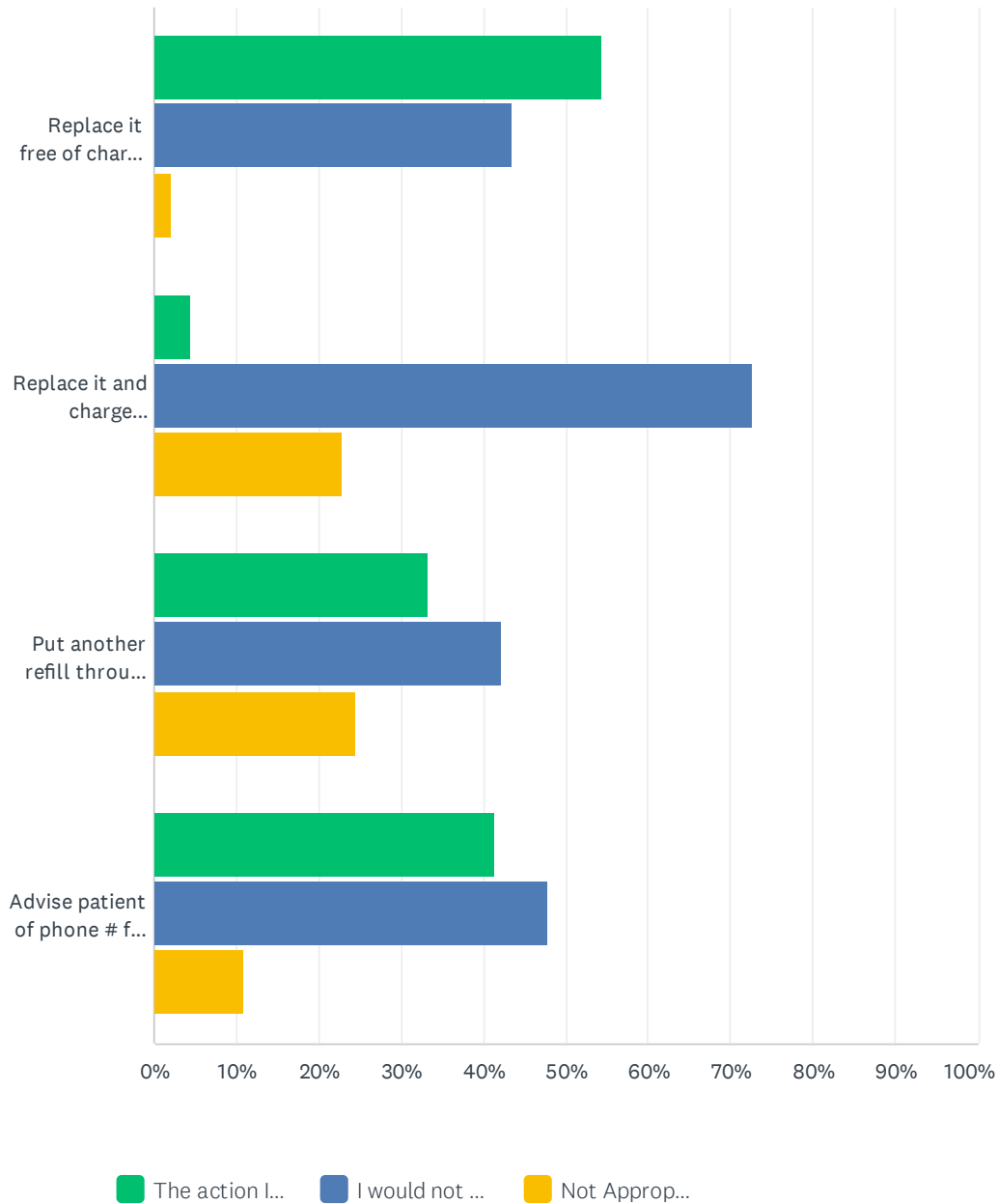
- Most people either replaced it for the patient and resolved the issue with the manufacturer or referred the patient to the manufacturer:
 - Replace it free of charge and contact the manufacturer to replace it – 54% - Action I would take. 2% Not appropriate
 - Advise patient of manufacturer info to get a replacement – 41% Action I would take, 11% Not appropriate
 - Put another refill through and charge the patient their copay – 33% Action I would take, 24% Not appropriate

Comments

- This is a good question, often get conflicting info from manufacturers who will replace directly to patients but not to pharmacies. (I have lost \$ before on this) I would make sure the patient doesn't go without though.
- I would call the manufacturer first to make sure they would provide a replacement device and give the patient one of my stock so that they were not late for any doses
- I would like to provide a unit free-of-charge and seek reimbursement from the company; but time restraints make this infeasible.
- I would most likely do both of these options. Knowing he requires a new pen today I would put through a refill with documentation and charge the patient the copay knowing that they have been advised to call for a free replacement from the manufacturer
- I would troubleshoot the device first, replace pen needle, prime pen. If that failed, I would then contact company and replace pen if instructed.
- I would charge the insurance plan not the customer
- I would confirm the pen is truly jammed. In my experience this issue can be resolved by switching needles and the product works just fine. If still defective, I would ensure the patient had more supply and provide them with the manufacturer's info. If I felt they couldn't handle this (elderly, confused) I would have the staff contact the manufacturer on the patients behalf.

Q1 (YOUR SUBMISSION) A patient enters your pharmacy complaining that his Victoza® pen has jammed. He would like it replaced. How should a pharmacist respond?

Answered: 48 Skipped: 1



Panel of Peers Survey - May 6, 2022

	THE ACTION I WOULD TAKE	I WOULD NOT DO THIS, BUT IT IS OKAY IF ANOTHER PHARMACIST DID	NOT APPROPRIATE	TOTAL
Replace it free of charge. Contact the manufacturer to replace the one you provided.	54.35% 25	43.48% 20	2.17% 1	46
Replace it and charge professional fee for contacting, dispensing, and returning defective unit.	4.55% 2	72.73% 32	22.73% 10	44
Put another refill through – charge patient copay.	33.33% 15	42.22% 19	24.44% 11	45
Advise patient of phone # for the manufacturer to call and indicate that they will ship to patient for free in most cases.	41.30% 19	47.83% 22	10.87% 5	46



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Question 2

- Pretty good mix of checking done by both pharmacists and technicians. See the table below.

Comments

- There was one comment that checking things like reviewing time of administration and combo products are better suited for a Med Review. There will be different opinions on whether we need to paid extra to make the therapy easier for the patient.

Panel of Peers Survey - May 6, 2022

	PHARMACIST	TECHNICIAN	ASSISTANT	NOT ALWAYS CHECKED	RARELY/NEVER CHECKED	TOTAL RESPONDENTS
Check that it was packed correctly.	77.08% 37	75.00% 36	16.67% 8	0.00% 0	0.00% 0	48
Identify changes in the pack since it was last filled.	91.67% 44	56.25% 27	52.08% 25	0.00% 0	0.00% 0	48
Identify pharmacokinetic interactions (e.g. iron/levothyroxine)	100.00% 48	0.00% 0	0.00% 0	2.08% 1	0.00% 0	48
Ensure each drug in the pack was billed.	62.50% 30	68.75% 33	60.42% 29	2.08% 1	0.00% 0	48
Administration times are simplified (e.g. patient not taking meds qid when they could take them bid)	87.50% 42	14.58% 7	6.25% 3	12.50% 6	4.17% 2	48
Patient start date.	55.32% 26	63.83% 30	68.09% 32	6.38% 3	2.13% 1	47
Administration is simplified (# of meds simplified hctz and ramipril to ramipril/HCT)	72.92% 35	18.75% 9	12.50% 6	20.83% 10	8.33% 4	48
Packaging simplified. Easier to prepare/check (4 x 30 mg gliclazide to 2 x 60 gliclazide, ½ 5 mg amlodipine to 2.5 mg amlodipine)	68.09% 32	42.55% 20	19.15% 9	21.28% 10	6.38% 3	47
Patient file does not contain any medications dispensed in vials that should be in the pack.	82.98% 39	40.43% 19	31.91% 15	12.77% 6	2.13% 1	47
Pack does not contain any medications that should be prn in vials.	80.85% 38	36.17% 17	27.66% 13	10.64% 5	2.13% 1	47
Assessment that the medications are actually working/tolerated (i.e. appropriate).	82.61% 38	0.00% 0	0.00% 0	26.09% 12	2.17% 1	46
Assessment of SHARE.	73.91% 34	0.00% 0	0.00% 0	15.22% 7	21.74% 10	46
Does the patient need to be advised of last refills.	60.87% 28	69.57% 32	67.39% 31	0.00% 0	4.35% 2	46
Overdue for pick-up.	57.78% 26	55.56% 25	66.67% 30	2.22% 1	6.67% 3	45