**Title:** Improving Pharmacy Services  
**Source:** Penn State University  
**Addl Info:** [http://qualityspotlight.psu.edu/uhs/index.html](http://qualityspotlight.psu.edu/uhs/index.html)  
**Abstract:** The pharmacy at University Health Services fills 500-800 prescriptions a day. The staff works in a small area and, with no opportunity to increase space, increasing staff was not an option. Turnaround time, from the time a prescription was received to the time it was filled, was too high. Additionally, timely communication with customers was difficult.

University Health Services took a two-pronged approach to the challenge. First they used technology to increase the opportunities for patients to ask questions and submit prescriptions. Their customers can use their touchtone phones to request refills of prescriptions. They can also submit refill requests and ask prescription related questions online 24/7. Second, the pharmacy implemented an automated, robotic system to do the manual work of placing medication in bottles and preparing labels. The pharmacy staff verifies the contents afterward. This change reduced the time and increased the accuracy of filling prescriptions, as well as increasing staff satisfaction.

[http://www.sa.psu.edu/uhs/pharmacy/pharmacy.cfm](http://www.sa.psu.edu/uhs/pharmacy/pharmacy.cfm)

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**Title:** Third Party Billing in College Health Centers  
**Source:** Western Kentucky University  
**Abstract:** Immediately after Collegiate Health Care (a management company) filed for bankruptcy we put an action plan in place which included the following:

a) initiate all applications to third party payers for our physician and nurse practitioner,

b) sign contracts with the insurance companies,

c) evaluate staffing needs,

d) performed a cost benefit analysis on employing a pharmacist versus operating a dispensary

e) a cost benefit analysis was done to examine hiring a vendor (outsourcing) to process the billing claims versus performing this function in-house,

f) adjusted some staff from 12 months to 9 months and g) after two years of submitting insurance claims in paper format, we initiated electronic submissions by adding a module to the existing practice management system. Since that time we have procured an Electronic Medical Record (EMR) vendor through an RFP process and have been operating with this product for four years.