

Clinical Services come to Haller's

BY MADHVIKA SINGH
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MADHVIKA SINGH AND
MAIRA OCHOA

"The first wealth is health"
- Ralph Waldo Emerson

There are many aspects to healthcare like equity, efficiency, and effectiveness, but access to services remains the most crucial. Availability of medical care in a timely manner and at a place and cost that is within the means of the patient is the stepping stone towards better health outcomes.

Pharmacies are a critical link in patient care, providing easy and quick access to services. Neighborhood pharmacies like Haller's Pharmacy that are part of the community are even better placed to improve access to care. To further that goal, Haller's is expanding their offerings to include clinical services. "Haller's had seen a shift in patient care over the last few years. It is getting harder and harder to get into doctor's office for simple items like UTI, asthma etc. Now that pharmacists can sit down with the patient, diagnose, prescribe and dispense the medication in a matter of minutes it was a no brainer to start offering these services," shared

Joe Amspoker, Marketing Director of Haller's Pharmacy Group.

Haller's has partnered with Scripted, a service that enables pharmacists to prescribe treatments and administer services for common conditions. With this service, patients review their symptoms and health history with the pharmacist to receive on-demand services including a new prescription, and medication if needed. While pharmacies are unable to bill medical insurance for the clinical assessment and require payment at the time of service, Scripted aims to keep the costs affordable for patients.

The pharmacy can bill patients' insurance for prescription costs. "Haller's can give you a receipt for the services that you can submit to your medical insurance to see if they will reimburse," shared Sanjay Patel, Pharmacy Manager and the Pharmacist-In-Charge at Haller's Pharmacy. Since these services are evolving in nature, please call the pharmacy for the latest information for questions. See <https://www.hallerspharmacy.com/clinic> for a full list and cost for each service at Haller's Pharmacy. "The pharmacist can communicate the information about the visit with your physician's office if you have one and if you choose to, for complete coordination of care," added Patel.



Provisions under which pharmacies are able to provide clinical services are called Collaborative Practice Agreements. These agreements allow pharmacies to build and strengthen partnerships with other healthcare providers to improve patient care. "Pharmacists undergo training on protocols for assessment of specific medical conditions to provide clinical services as part of these formal agreements with medical providers," shared Patel.

A vast majority of doctor's offices do not have the ability to offer same-day appointments. Urgent care and emergency rooms are very expensive for conditions that can be taken care of in a routine visit. Due to lack of same-day appointments, it can become a financial burden for the patient and the healthcare system alike when treating a non-urgent medical condition that still requires a doctor visit. "Expansion of clinical services at the level of a pharmacy can fill in this gap in care," shared Patel.

Haller's is now offering clinical services like routine and travel vaccinations, smoking cessation, and to diagnose and treat conditions like UTI, asthma, seasonal allergies, and mild acne, to mention a few. "These clinical services that used to require a

doctor's appointment can now be scheduled and performed right in our pharmacy. Haller's has extended hours and is open on weekends, as opposed to a doctor's office, making it even more accessible and convenient for patients to get the care they need," emphasized Amspoker and Patel. Patients can schedule an appointment online for these services at Haller's to plan ahead, or even walk in if needed.

By keeping the patient's well being at the center of their mission, Haller's is improving access and enabling continuity of care through its clinical services. "The role of pharmacists in delivering care to patients is expanding, and we are anticipating that Haller's will be able to offer even more services in future," shared Patel.



Haller's Pharmacy

Pharmacy hours:

Mon – Fri: 9 a.m. – 7 p.m.

Sat: 9 a.m. – 5 p.m.

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