

# CMR Workflow

**Best practices:** Print a CMR worksheet to gather information and make your notes during the review. Download the worksheet from the Resources section or menu within CMR documentation. You may also print a copy of the DRAW tool to assist in identifying and resolving adherence barriers.

## 1 Before Your Patient Arrives (Pre-Work):

\*For CMRs delivered by phone, prior authorization may be required. If applicable, obtain the PA code PRIOR to beginning the CMR

- Within the Outcomes platform, use sig codes to update directions in the patients' Medication List based on Rx History and your dispensing software.
- Review the patients' medications for potential drug therapy problems
  - Are there administration concerns? (inhalers, injections, etc.)
  - Interactions? High-risk medication concerns? Common side effects?
  - Cost-saving opportunities?
- Review any TIPs in the *To Do* section of the patients' profile
- Note your concerns and questions to serve as talking points for the review

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Approx  
10 min.

## 2 While Completing the Review With Your Patient (CMR Delivery):

- Welcome the patient, and summarize what to expect from the review
- Review each medication (even if you don't fill that medication at your pharmacy)
  - Purpose, directions, and administration
  - Side effects/other concerns
- Address questions and concerns, both yours and the patients' (your notes from pre-work)
  - Disease state-related questions
  - Adherence barriers or administration
  - Potential drug therapy problems
- Summarize the discussion and thank the patient
  - Highlight important points and restate actions/steps to resolve identified concerns
  - Remind the patient that you will provide a medication list and action plan in follow up
  - Discuss how to safely dispose of unused prescription medications
  - Confirm address and phone number for the Patient Takeaway

Approx  
20 min.

## 3 After Your Patient Leaves (Documentation):

- Update the patients' Health Profile and Medication List
  - For directions, include dose, dosage form, strength, route of administration, and frequency
  - When adding an over-the-counter medication not prescribed, enter "self" as prescriber
- Complete Action Plan
  - Be specific in the problem and the patients' action for the Medication Action Plan (MAP)
- Start claims for the TIPs and/or additional interventions addressed (as available for the patient)
- Have the pharmacist review all information; print and deliver the Patient Takeaway
- Submit your claim

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Approx  
10 min.