



# Liaison

## CASE STUDY



- A VytlOne Liaison

### Vital Asset to Pharmacy Operations

VytlOne partnered with a local county health department in 2019 to provide pharmacy management services. In 2020, it implemented the VytlOne liaison role in the health department's pharmacy. The pharmacy manager at the time worked closely with providers and the medical team at the health department clinic, but couldn't keep up with the increase in patient referrals.

The liaison joined the pharmacy team and began to support the patients and providers by:



Assisting prescribers with prior authorizations.



Coordinating care by communicating with providers to obtain patient refills and address adherence concerns.



Helping patients identify and apply for available copay assistance and foundation programs.



Operating patient management program required to obtain and maintain ACHC specialty pharmacy accreditation with HIV distinction.



Providing patient education, including patients with HIV.

# Liaisons Solve Barriers to Medication Access

The liaisons worked directly with the medical clinics and providers to improve medication adherence. The liaison coordinated with the patient's insurance to identify the drugs covered on the patient's formulary.

The liaison's willingness to advocate for the patient allowed them to go beyond basic patient care, troubleshooting patient issues that arose which required extra attention or support.



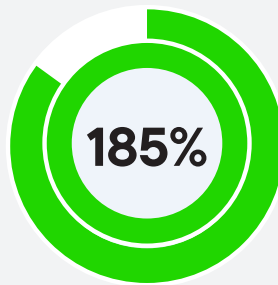
*"The pharmacy provides an invaluable service to both patients and staff. Sending prescriptions is made seamless by the staff's immense work ethic in performing prior authorizations, accessing copay relief cards, and addressing any barriers to medication access and adherence. The pharmacy fills a crucial need in the community."*

**-Nurse practitioner**

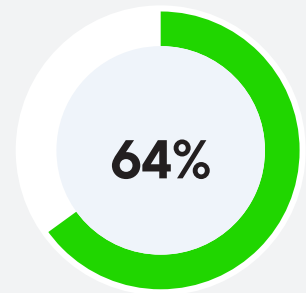
## Outcomes



Average turnaround time of prior authorization **improved** with liaison intervention from **30 days to 5.6 days** over one year.



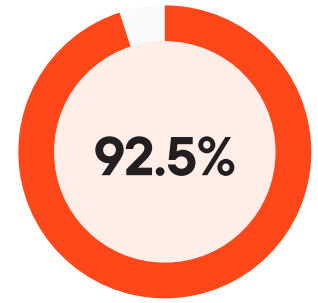
Total copay assistance for specialty prescriptions **increased** by **185% over four years** after liaison role was implemented.



Specialty prescription capture rate **increased** from 31% in 2021 to **64%** in 2024.

# Patient and Provider Satisfaction

In 2024, this pharmacy location had a patient satisfaction rating of **92.5%**. The liaison and pharmacy staff continue to provide exceptional care for this population, which greatly benefited from high-touch care.



**Patient Satisfaction Rating**

*“The pharmacy has been a major asset in providing **phenomenal services**. They performed their duties with expert efficiency while also maintaining a strong sense of empathy to the clients. The ability to **problem solve** any issues that may arise is something worth highlighting. I am assured that when I take care of my patients, I have the support of a remarkably impressive pharmaceutical team to provide the best of care that the patients need.”*

**-Medical director**



*“Whenever I have a concern or question about my medicine, they are always quick to help me and **assist me in getting the medication that I need**, and I just love that type of service.”*

**-Patient**

*“I absolutely love this place. They are absolutely amazing and **help me every time**. Very helpful, very knowledgeable, very friendly!”*

**-Patient**