



Drug Utilization Review



Pay-direct drug plans provide for electronic submission and review of drug claims right at the pharmacy. This process includes a Drug Utilization Review (DUR) that provides an additional check to help prevent drug interactions or duplicate therapy, irrespective of the pharmacy a plan member visits.

HOW DOES DUR WORK?

1. Plan members take their prescription to the pharmacist, and present their pay-direct drug card.
2. When the drug claim information is entered, the system reviews the prescription history and other data to identify potential drug therapy problems.
3. Specifically, ESI Canada's DUR program performs the following checks in a patient's profile:
 - Drug interactions
 - Duplicate therapy
 - Duplicate drug
 - Refilled too soon
 - Potential adverse reactions (only if the drug allergy is selected)
4. If the DUR check reveals that filling the prescription may pose a health hazard, the pharmacist is advised with an on-line message.
5. The pharmacist will then contact the plan member or the physician, if necessary.
6. As a result, the prescription may be filled, changed, or it may not be filled at all.

WHY IS DUR IMPORTANT FOR PLAN MEMBERS?

Here are some reasons why DUR is valuable:

1. If plan members see more than one doctor, they may be prescribed a drug that interacts with another drug already prescribed by a different doctor.
2. DUR combines on-line messages that, along with the pharmacist's professional judgment, ensure the new medicine is not going to duplicate or interact badly with other medications plan members have been prescribed.
3. DUR provided by the drug plan can generate more informative warnings than those produced by most in-store pharmacy systems.
4. Electronic processing of the pay-direct drug claim, including DUR, is available at an extensive network of pharmacies across Canada, which is especially helpful if plan members don't use the same pharmacy regularly. If plan members cannot fill their prescription at their regular pharmacy, they run the risk of the other pharmacy not knowing of any potential drug interactions.

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