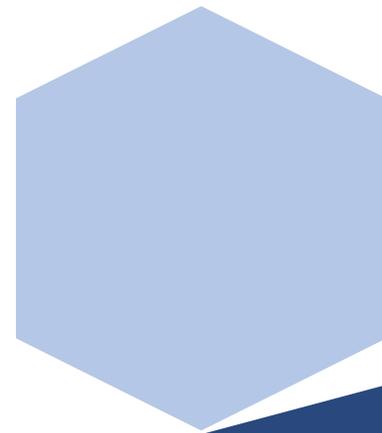




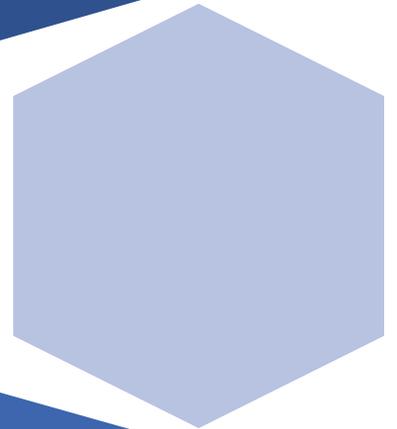
Complaint Process Overview

Types of **complaints**



I can't find my
patient

A prescription is
missing



That's not my
prescription

Where's my **patient**?

Migale	Miguel
Elizabeth	Beth
Adam Joseph	Joseph Adam
Bonita	Bonnie

- Patient names, DOBs, addresses are reported by the pharmacy
 - May have typos, nicknames, abbreviations
 - Pharmacy may not verify info against patient IDs

Where's my **patient**?



Where's my **patient**?

1

At least three data elements must match in order to consolidate

2

Name, driver's license number (if provided), address, phone number

3

Discourage use of SSN and don't require gender but will consider

4

Never consolidate patients with at least 1 non-KS address in history

Where's my patient?

K-TRACS Internal Patient Matching

- Same last name, DOB, address – **different first name**
- Same first name, DOB, address – **different last name**
- Same address or phone number – **Reverse first name and last name**
- Same first name, last name, address – **different DOB**

Patient Matching, June 2023 – March 2024	
Number of Patient Profiles Reviewed	3,835
Percent of Positive Matches	48%
Error Rate (based on user feedback)	0.1%

Where's my prescription?

- Prescribers/pharmacists can't find a prescription on a patient's profile that they know was written/dispensed

Complaint
<input type="checkbox"/> Prescriptions are missing from a patient report
<input type="checkbox"/> Reported patient of concern
<input type="checkbox"/> Patient not found in K-TRACS – known fills
<input type="checkbox"/> Patient has erroneous prescriptions on their report

Where's my **prescription?**



**Review of pharmacies
submitting drugs of concern**



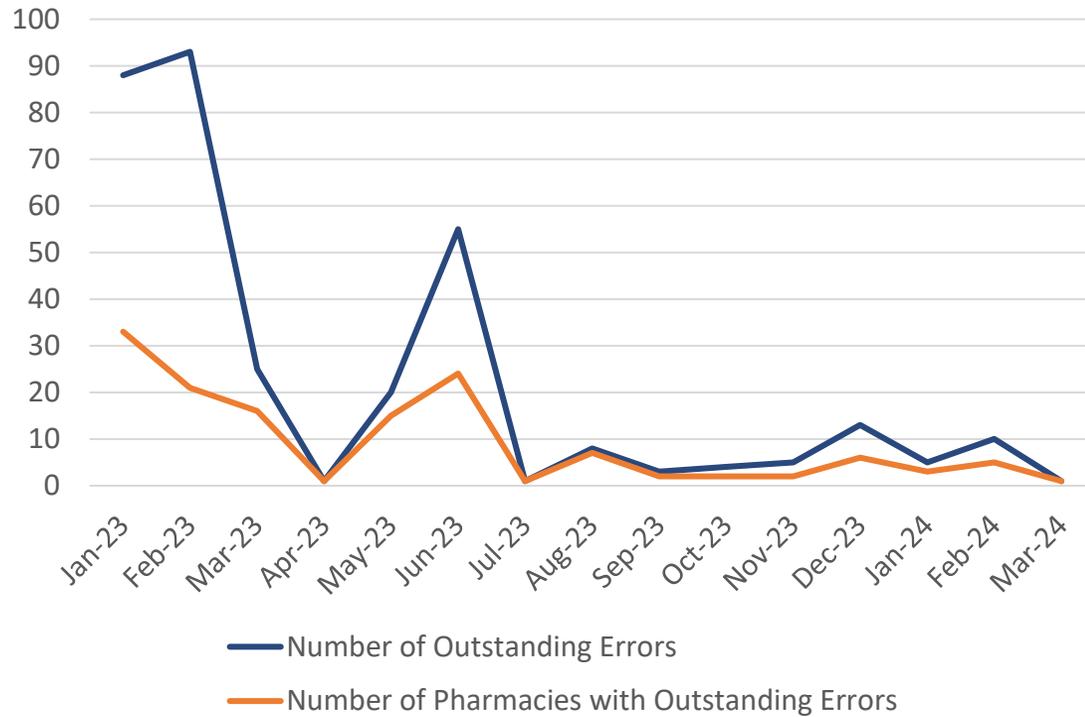
**Enforce error correction
within 7 days of notification**



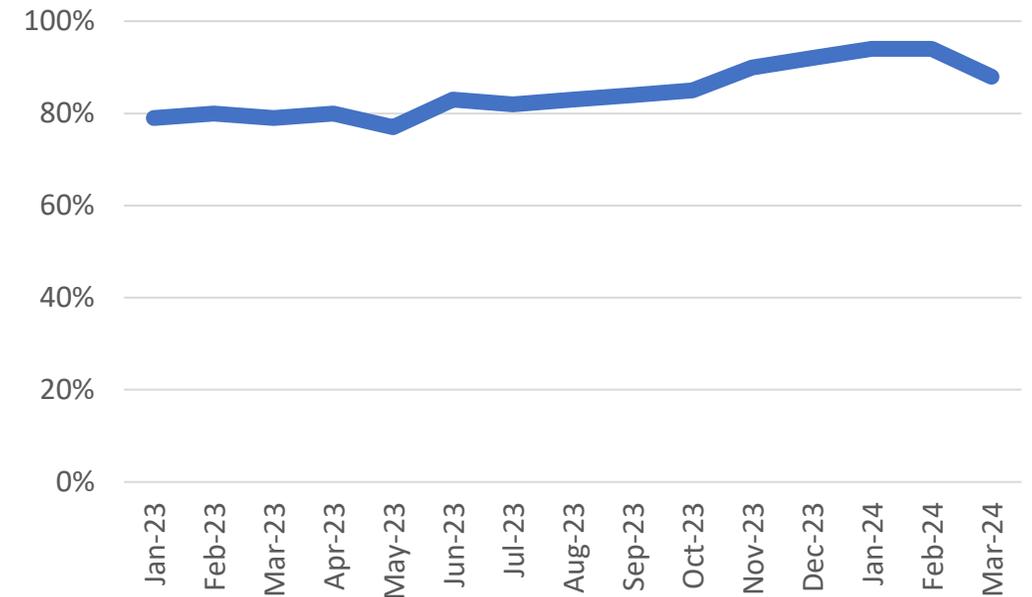
**Monitor daily reporting to
ensure timely submissions**

Where's my prescription?

Outstanding Errors at Month End



Percent of Prescriptions Reported by End of Next Business Day



That's **not** my
prescription!

Pharmacies report prescriber
DEA/NPI

```
graph TD; A[Pharmacies report prescriber DEA/NPI] --> B[If original pharmacy report is incorrect, wrong prescriber could be indicated]; B --> C[Refills may be incorrectly attributed if prescriber has changed employment];
```

If original pharmacy report is
incorrect, wrong prescriber
could be indicated

Refills may be incorrectly
attributed if prescriber has
changed employment

Investigation Process

1

Request copies of prescriptions to verify information

2

Review prescription details for accuracy

3

Request pharmacy make corrections, if necessary

“Now that I have a better understanding of **how K-TRACS uses data submitted by pharmacies** to distinguish patients, I will be **more diligent** in making sure that my colleagues and I are taking the time to **ensure accuracy** of that data.”

Kansas-licensed pharmacist completing CE course