



Proactively help patients and communities by providing resources to pharmacists to educate about opioid misuse and accidental overdose

Frequently Asked Questions

Which patients should I use the patient intake form for? (chronic or acute opioid use)?

The object of this tool is to screen all patients presenting with an opioid prescription. Whether the patient is chronic or acute use, this Screening Tool will aid in identifying risk factors for opioid abuse, misuse, and/or overdose. The goal is to help pharmacists in identifying and improving interventions for ALL patients using opioids.

What if a patient refuses to fill out the patient intake form?

The benefit of completing the screening and obtaining a thorough history is imperative to our recommendations as healthcare professionals. If a patient refuses to complete survey, we recommend the pharmacy staff encourage participation for the patient's best interest, BUT no patient is obligated to participate. We respect the pharmacist/patient relationship that your pharmacy has developed and we do not want to make patients uncomfortable, or jeopardize future patient interventions.

What if a patient does not complete the patient intake form in its entirety?

If the patient intake form is not fully completed, the pharmacist may use his/her judgement in evaluating the survey, if he/she feels that adequate information is completed on the survey, documentation in REDCap and recommended ONE Rx interventions can take place. If the pharmacist feels that not enough information was captured to make an informed decision about ONE Rx interventions, they can choose not to document the survey in REDCap and dispense/counsel in normal practice accordance to ND State Law in filling the prescription.

If issues arise with RED Cap, who should I contact for technical support?

All matters with regard to RED Cap should be directed to Jayme Steig: jsteig@qualityhealthnd.org

Can a hospital pharmacy participate in the ONE Rx program?

Absolutely! If your hospital pharmacy actively fills prescriptions for discharging patients, ONE Rx would be an excellent screening tool to implement in safeguarding our patients and helping to prevent opioid abuse and overdose. The ONE Rx screening tool is developed for outpatient prescriptions, if your hospital does not fill outpatient or discharge prescriptions, then ONE Rx would not be beneficial in this practice setting.

How will patient data be used by ONE Rx?

Collecting patient name and DOB in addition to the other health information that is requested in the patient intake form is and should be considered a standard part of the pharmacist's patient care process. In addition, patient name and DOB collected on the Patient Intake Form assists pharmacies to identify patients that have completed the Online Patient Intake Form and need pharmacist evaluation. The REDCap system meets HIPAA security standards. ONE Rx has been approved by NDSU's Institutional Review Board (IRB), which includes review of privacy procedures. ONE Rx uses de-identified, aggregate data in any of its research & reporting and therefore, presents no greater risk to a patient's privacy than what would otherwise occur as a part of standard patient care.

How can pharmacy interns or pharmacy technicians play a role in ONE Rx?

Pharmacy interns or technicians can introduce the patient intake form to patients presenting with opioid prescriptions. These staff members can also assist in filling the form out if language/literacy/vision barriers exist in certain patients. We do recommend that the pharmacist evaluate the form for interventions and naloxone prescribing if deemed necessary dependent on situation. Pharmacy interns and technicians can enter all information from the outcomes worksheet into RED Cap.

Why do I need to enter data into RED Cap?

Documentation is required in RED Cap for the Opioid Screening results (patient intake form), and Outcomes worksheet. This is required for ONE Rx to track the number of surveys completed for the incentive benefit, and monitoring opioid intervention data to improve outcomes in our region.

A patient filled out the screening tool at a previous visit to the pharmacy, do they need to fill it out again?

We encourage the Opioid Screening Tool to be filled out each time the patient presents to the pharmacy with an opioid prescription. It is very possible that a patient's medication regimen or disease history can change from month to month, this in turn can influence their risk of opioid abuse or overdose.

I need more documents printed. How can I get access to more patient intake or outcomes forms?

Visit <https://www.nodakpharmacy.com/onerx/workflow.asp>

All workflow forms can be accessed on this link which is located on the North Dakota State Board of Pharmacy website under ONE Rx icon.

What is the ONE Rx exemplary pharmacy recognition program?

In order to recognize the work of North Dakota pharmacies implementing ONE Rx and to identify exemplary pharmacies devoted to providing the best possible care for all patients receiving opioids, ONE Rx pharmacies will be recognized.

If I need additional educational resources for my staff or patients where can I find them?

Access the ONE Rx toolkit online at: <https://www.nodakpharmacy.com/onerx/>

What if the person picking up the prescription is not the person for whom it is written?

We would encourage the individual picking up the prescription to fill out the patient intake form to the best of their ability/knowledge of the patient for whom the opioid is written. (Note: questions on the patient intake form are written with verbiage referring to “the patient” rather than specifically to the person filling out the form). See also question 3 above in the event that an individual does not complete the patient intake form in its entirety.

Can I access the ONE Rx online training once I've already completed it?

Yes. A link to the training modules is available in the menu on RedCap and can be revisited at any time. Remember, there are numerous documents in the toolkit for you to help you implement ONE Rx in your pharmacy and continue to provide these services to your patients.

If I completed the in-person ONE Rx training, can I access the ONE Rx online training modules?

Yes. A link to the training modules is available in the menu on RedCap and can be revisited by anyone with a RedCap login at any time.