

# Your Ultimate Guide to Smarter Pharmacy Workflows

Pharmacists spend too much time toggling between systems, re-entering data, and chasing information, which can slow care and increase burnout risk. Admin tasks are not what drew your team to healthcare, and it shouldn't take time away from patients. This guide outlines four practical pharmacy workflow improvements that can reduce manual effort, improve visibility, and make an immediate impact.

## #1 Stop the Search

- Cut out extra steps, login fatigue, and frustrating data hunts with a single system for all tasks
- Create simple, efficient workflows that give pharmacists more time with patients

### The Numbers Don't Lie



Pharmacies managing complex therapies use **12+ platforms annually** per patient<sup>1</sup>



**75%** of a pharmacist's time is spent on non-clinical operations<sup>2</sup>

## #2 Access Critical Data To Drive Decisions

- Like magic - see the right data, right away
- Reduce errors, boost approvals, and make care easier with connected data

### How it Helps



Pharmacists **waste 8–12 hours per week** manually entering data<sup>3</sup>



Instant access to benefits and eligibility data **reduces patient calls by 62%**<sup>4</sup>

## #3 Create Workflows With Room to Grow

- Scale access to new programs and limited distribution drugs (LDDs) with ease
- Configure workflows to adapt to your needs, not the other way around
- Feel confident creating reports that pass audits

### Overcoming Obstacles



**Expanding lines of business** is a top goal of surveyed pharmacies<sup>5</sup>



Obtaining access to LDDs is among the **top 3 challenges** for pharmacists<sup>5</sup>

## #4 Fill Prescriptions Faster

- Role-based workflows remove barriers and keep processes moving
- Help patients start therapy sooner with fewer delays

### How Speed Saves Lives



Sending well-timed, personalized reminders to patients **improves adherence rates by 25%**<sup>6</sup>



**51% of Americans** managing a chronic condition have **had care delayed or denied**, increasing the chances of adverse outcomes<sup>7</sup>

## Frequently Asked Questions on Pharmacy Workflows

### What are the most common pharmacy workflow problems?

The most common pharmacy workflow problems include managing multiple disconnected systems, which often leads to extra logins, constant toggling between platforms, and inefficient handoffs. Teams also frequently struggle with duplicate data entry and manual tracking, relying on spreadsheets and email threads that create extra work and increase the risk of errors.

Another common issue is approval and fulfillment delays caused by limited visibility into status and process bottlenecks that slow down coordination. Finally, many pharmacies face limited reporting and audit readiness, which makes it harder to measure performance, support compliance needs, and scale programs and operations.

### How can I improve my pharmacy workflow without adding more tools?

You can improve your pharmacy workflow without adding more tools by consolidating work into one connected system, which minimizes login fatigue and streamlines handoffs. It also helps to implement role-based workflows so tasks are routed to the right people faster and work queues stay organized as volume increases.

Using connected data across systems reduces manual entry, helps prevent inconsistencies, and supports quicker decision-making during intake, prior authorizations, and fulfillment. You can further improve efficiency by adding automation and configurable reporting for routine tasks, reminders, and audit preparation, so teams spend less time on administrative work. Over time, the biggest gains come from building scalable workflows that can adapt as you add new programs, partners, and patient volume.

### How does ScriptMed improve pharmacy workflows for specialty and infusion pharmacies?

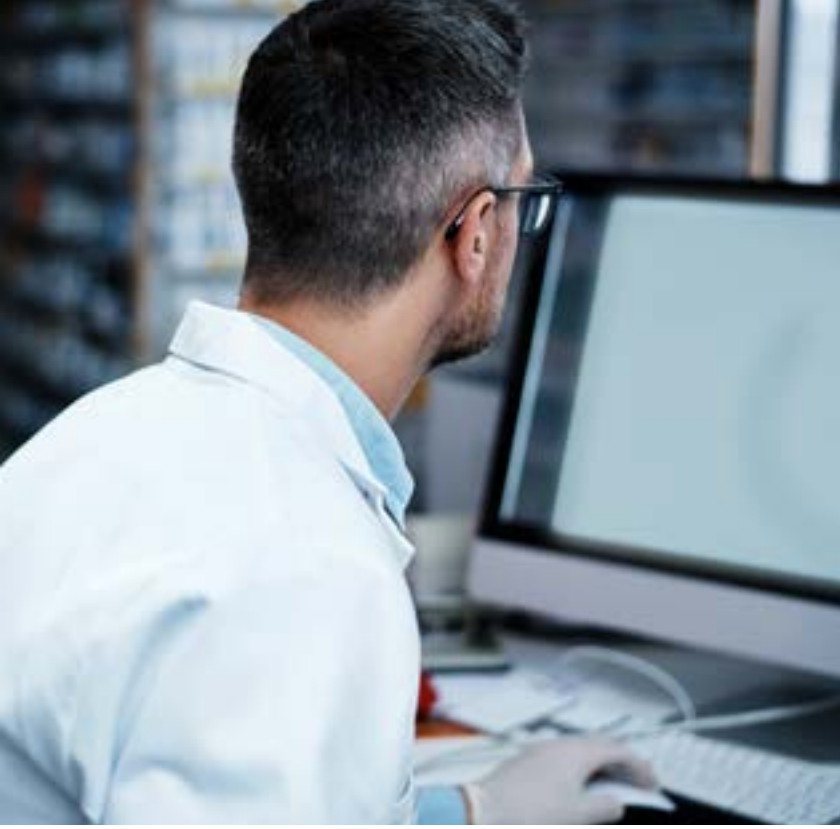
Inovalon's ScriptMed® improves pharmacy workflows by consolidating day-to-day operations into one connected solution, reducing logins, handoffs, and duplicate data entry. It supports role-based workflows, automation, and configurable reporting to help teams move approvals and fulfillment forward faster while improving visibility and audit readiness. For specialty and infusion pharmacies scaling programs, ScriptMed helps standardize processes without adding more tools.

### When should a pharmacy consider switching to ScriptMed for pharmacy workflow improvements?

A pharmacy should consider switching to ScriptMed for pharmacy workflow improvements when teams are relying on multiple disconnected systems, spending significant time on manual tracking, or dealing with duplicate data entry that slows down intake, prior authorizations, and fulfillment.

It's also a strong signal to evaluate ScriptMed if you lack real-time visibility into prescription status, encounter frequent bottlenecks, or struggle to produce consistent reporting for audits, manufacturers, and leadership.

Finally, if your specialty or infusion pharmacy is planning to scale programs, add lines of business, or pursue LDD access, moving to a single connected system can help standardize workflows and support growth without adding more tools.



## Discover the Power of One

**One** system  
**One** dashboard  
**One** patient at a time

Explore ScriptMed

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6. Revolutionizing remote patient care: The role of machine learning and AI in Enhancing Tele-pharmacy Services, Ebisindor Victoria Awala and Damilare Olutimehin, World Journal of Advanced Research & Reviews, December 13, 2024, <https://wjarr.com/sites/default/files/WJARR-2024-3831.pdf>
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