More than 10% of Phillips County lives below the poverty line, and up to 21% do not have internet access at home. These patients receive care from more than five different health systems. How can we make access to medications and records possible for all parties to best serve our patients?

How do we make medications affordable, especially when waiting for prior authorizations?

A paper handbook that patients take with them to all healthcare encounters allows patients without internet, or those seen in multiple systems, to easily access information and ensure providers have up to date data.

We can use pharmaceutical samples to lower costs for individual patients, but there is no clear, ethical consensus on a systems level for drug samples.

How do we help patients access medical information without digital standardization?

The model developed at Haxtun Hospital District was deployed at the Family Practice of Holyoke. The hospitals serve similar populations. A drug sample closet was established, as well as a paper chronic care handout to hold patient records and education across various healthcare encounters.

Acknowledgments
Dr. Craig McCarty, MD PhD
Dr. Breck McCarty, MD
Valerie Wilson, BSN RN
Lennette Hutt
LaVonne Hart

Further information
Please email any comments or questions to sara.d.graves@cuanschutz.edu

Literature cited

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