

Discussion of Self-Service Pharmaceutical Kiosks

Self-Service Prescription Kiosks

- Mechanical storage devices for prescription drugs
- Interface can be patient or prescriber initiated
- Technologies vary among manufacturers
- Common features include:
 - Touchscreen enabled
 - Patient enrollment at kiosk
 - Prescription drop off and pickup
 - Prescription and over the counter drug storage
 - Process for monetary transactions
 - Allow for patient contact with a licensed pharmacist utilizing telephone and/or web camera
 - Patient notifications via text or email
 - Utilize bar code technology for stocking

Self-Service Prescription Kiosks Types

On Demand

- Allows patient to submit prescription for **on demand** filling
- Prescription preparation activities overseen remotely
- Maintains non-patient specific drug inventory, typically of immediate need medication such as antibiotics, inhalers, etc.
- Intended to limit need to go to brick and mortar pharmacy location

Completed Prescription

- Allows a pharmacy to place **completed** patient specific prescriptions into kiosk for patient access
- Prescription preparation activities occur at brick and mortar pharmacy location
- Maintains inventory of completed patient specific prescriptions
- Intended to increase access to completed prescriptions

Self-Service On Demand Prescription Kiosks

- Allows a remote pharmacist to verify the automated dispensing of prescription medications, and counsel patients at the kiosk
- Allows patient to submit prescription for **on demand** filling
- Machine stores a designated formulary of prescription medications
- Bar code technology is used to stock/restock machine
- Designed to be located and operated independent of a registered pharmacy establishment
- Can be in retail settings, outpatient clinics, universities, office buildings, etc.

How Do On-Demand Kiosks Work?

- Patient taps screen or start button to sign on to system
- Pharmacist presents on the video screen
- Patient inserts prescription into the slot for scanning
- Pharmacist reviews the prescription and provides consultation
- Patient acknowledges prescription and signs for the prescription
- Pharmacist remotely activates the kiosk to fill the prescription
- Kiosk labels the prescription medication and prints patient information
- Patient pays for prescription
- Completed prescription is dropped into a dispensing bin allowing patient to pick up prescription

Self-Service On Demand Prescription Kiosks



Self-Service Completed Prescription Kiosk

- Allows a pharmacy to place **completed** patient specific prescriptions into kiosk for patient access
- Patients register at kiosk and provide identifying information
- Allows a remote pharmacist to provide counseling at the kiosk via telephone and/or web camera
- Pharmacist can place a hold on prescription and only allow release to patient after counseling has occurred
- Bar code technology is used to stock/restock machine
- Operated by a pharmacy located outside of registered pharmacy
- Can be in retail settings, universities, office buildings, etc.

How Do Completed Prescription Kiosks Work?

- Patient registers to use kiosk and creates unique login. Pharmacy confirms patient registration.
- New prescription and refills are processed at pharmacy and shipped to kiosk
- Containers or lockers at kiosk are loaded with completed patient specific prescriptions
- Patient accesses kiosk using their login
- Prescriptions that require counseling are held until patient contacts pharmacy and receives counseling
- Patient pays for prescription
- Completed prescription is dropped into a dispensing bin allowing patient to pick up prescription

Self-Service Completed Prescription Kiosk



Statutory & Regulatory Overview

Education Law Article 137, §6802(1) defines a “pharmacy” as any place in which drugs, prescriptions or poisons are possessed for the purpose of compounding, preserving, dispensing or retailing, or in which drugs, prescriptions or poisons are compounded, preserved, dispensed or retailed, or in which such drugs, prescriptions or poisons are by advertising or otherwise offered for sale at retail.

A kiosk appears to fit this definition of a pharmacy because it is a place where drugs and prescriptions are dispensed or offered for sale.

Education Law Article 137, §6808(1) and Commissioner’s Regulation §63.6 require registration of a pharmacy establishment and sets certain requirements to be a registered pharmacy, including but not limited to physical layout, on-site supervision by a licensed/registered pharmacist, and provisions for the safe and secure storage of drugs.

States Overview

Many states have enacted legislation and/or regulation that allow utilization of self-service kiosks under varying conditions.

In those states with statutory and regulatory oversight, the following are typically addressed and required:

- Registration of kiosk
- Provisions for inspection by state authorities
- Acceptable locations for kiosk placement
- Supervision and oversight by pharmacist
- Record keeping of all transactional information
- Physical and security requirements for location
- Policies and procedures for kiosk monitoring, stocking and restocking, quality assurance, backup systems, and maintenance

Consumer Protections Issues

Obtaining a pharmacy registration would enable SED to oversee:

- Safe and secure storage of prescription drugs
- Heating and ventilation requirements to ensure the purity of drugs
- Daily logs, inventory to ensure no drug diversion
- Reporting for controlled substances

Lack of direct pharmacist supervision may increase likelihood of diversion and/or security/theft issues

If a kiosk is not a registered pharmacy, drugs could be loaded into it by individuals that are not employed by the pharmacy, which could create confidentiality issues relating to patient records, as well as raise questions as to whether such individuals were covered under HIPAA.