

# Vanderbilt Specialty Pharmacy Advanced Capabilities

## Quick Facts

### VSP Key Metrics



Monthly Volume

**Over 7,500  
specialty  
prescriptions  
dispensed**



Average Turnaround Time

**Less than 2 days  
from receipt of  
Rx to scheduling  
shipment**



Overall Adherence  
Rate (PDC)

**93%**



Certified Specialty  
Pharmacists (CSPs)

**23 pharmacists  
certified at VSP**



Customer Service

**Patient Choice Award recipient in 2019, 2020, and 2021  
Industry-leading Net Promotor Score of above 90 on average**



Provider Satisfaction

**Score of 4.94 on a scale of 1 to 5, with 5 being the highest  
positive score**

### Data Capabilities

#### Epic

Electronic medical record



- All documented clinical activities



All patients seen at Vanderbilt University Medical Center

#### Atlas

Specialty pharmacy patient management system



- Access process
- Pharmacist interventions



All Vanderbilt Specialty Pharmacy patients as well as patients seen at VUMC and entered into Atlas

#### Enterprise Rx

Pharmacy dispensing software



- Pharmacy claims
- Financial information



All patients filling prescriptions through Vanderbilt Specialty Pharmacy

## Treatment Evaluation

## Treatment Access

## Treatment Monitoring

