**COLLABORATIVE PRACTICE AGREEMENTS (CPAs)**

CPAs are voluntary formal relationships between pharmacists and physicians or other providers that allow for certain patient care functions.

CPAs can improve the efficiency and effectiveness of collaborative care delivery:
- Develops a relationship between provider & pharmacist
- Provides patient-centered care
- Enhances pharmacist and provider communication processes

**COMMON CPA SERVICES DELEGATED TO PHARMACISTS**

- Refill Authorizations
- Therapeutic Interchange
- Chronic Disease Management
- Lab Tests
- Formulary Management

**GOALS**
- Practice at the "top of your license" through delivery of enhanced patient care services
- Increase patient access to care
- Decrease hospitalization rates
- Improve patient outcomes
- Reduce total net healthcare spend

**MAKING THE PITCH**
- Know & state your purpose of the visit
- Educate on pharmacy services
- Describe the process clearly & use mutual patients to make your case
- Identify ways to partner together to improve workflow

**GETTING IN THE DOOR**
- Start with providers you & your patients know
- Befriend the gatekeeper and build positive rapport with the prescriber’s staff
- Send prescribers material to review on their own schedule
- Socialize & build relationships

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