



Dr. Amit Patel MD

Board Certified in Pain Management & Anesthesiology

September 10, 2018

To Industrial Commission of Arizona:

As a formality, let me take a moment to introduce myself and iterate why my view on the ICA's review of the Workers Compensation fee schedule is relevant.

My name is Amit Patel, M.D., and I am board certified in Pain Management & Anesthesiology in the state of Arizona. Cumulatively, I have over 6 years of experience working with and caring for injured persons here in Arizona. I have dedicated my work here to providing the highest level of care to both personal injury and Workers Compensation patients, in hopes that attention to detail and a vision for streamlined treatment plans will allow our state's injured persons to return to their daily lives quickly and strengthen the fibers of our community.

For the sake of brevity, I will simply comment that the factual distortions and irrelevances to Arizona Law created by the White Paper have already been detailed by my colleagues and will not be restated in this commentary. Instead, I will touch on a few key factors detailing why physician dispensing is an integral part of streamlined, point of service care and is a modality that cannot be removed at the risk of compromised care to Arizona's injured workers. Namely, enhanced compliance with current laws and regulations, direct pharmacy-patient communication, reduced time of treatment, and improved patient satisfaction will be reviewed for the ICA's consideration.

Physician dispensing programs provide a platform that enhances compliance with the current laws and regulations mandated by the state of Arizona as well as the federal government. Whether a physician is running their dispensing program in house, or outsourcing the management of it to a specialized third party, the framework of the electronic ordering and billing software allows for doctors to rest assured that all current laws and regulations are being adhered to. Furthermore, both the medication repackaging companies AND the program management companies provide their own additional level of compliance oversight. Together, they have created a seamless and compliant environment that has dedicated persons to stay abreast of changes in the field.

The ability for physicians to have direct and real-time communication with pharmacies is a development that expedites care AND provides an additional opportunity to cross reference drug interactions. When prescriptions are sent out of house to be filled, the providing doctor loses the ability

to track all current medication interactions. To the same end, a pharmacy does its best to track these, but a patient may be filling different prescriptions at a handful of pharmacies and pharmacists then lose their ability to actively mitigate interactions. Another important item to acknowledge is that, when prescriptions are filled out of house, insurance carriers tend to deny or replace medications, which provides serious hiccups in patient care and can cause setbacks which only prolong recovery times.

Length of treatment time is one aspect of treatment that all parties can agree on- providing physicians, insurance carriers, and patients all prefer care to be effective both in the outcome and the time-frame. When time is lost to injuries, all parties suffer. For that reason, those of us who make it our life's work to treat injured workers also make it of out-most importance to utilize any treatments that enhance care and reduce turnaround time. Physician dispensing programs do just that; they allow for patients to be cared for comprehensively and with the least amount of time lost as possible.

Lastly, but arguably most importantly, physician dispensing heightens patient satisfaction. At the end of the day, doctors and insurance carriers should come together to ensure that their patients or clients are receiving a level of care that they are satisfied with. It is our job as medical providers to take into account the wants and needs of our patients- physician dispensing programs allow for just this.

I appreciate your time in review of my points. I rest assured that the ICA will thoroughly review all items on the table and come to the obvious conclusion that physician dispensing is not only a necessary modality of care for Arizona's Workers Comp system, but actually provides an unparalleled enhancement to the system.

Sincerely,

Amit Patel M.D.

A handwritten signature in black ink, appearing to be 'Amit Patel', written in a cursive style.

