

CASE STUDY

Accelerating Access Through a Digital Intake Partnership – Specialty Pharmacy + iAssist





About iAssist

iAssist is a free, all-in-one digital platform that simplifies specialty therapy initiation, helping healthcare providers (HCPs) get patients on therapy faster with less administrative burden.

Comprehensive platform simplifies therapy initiation

Streamlines patient journey with automated, digital workflows, including e-enrollment and e-prescribing.

Advanced solutions streamline access & support

Real-time visibility to comprehensive coverage info, including plan access requirements and PA submissions.

Actionable insights improve stakeholder experiences

Offers HCPs full visibility into the patient journey from prescription through dispense, with tools to track status and support follow-up.

iAssist empowers HCPs with integrated digital tools and actionable insights to accelerate access and drive better patient outcomes.

Challenge

A leading specialty pharmacy faced persistent challenges with its traditional intake process including:

- Delayed patient starts and inconsistent fulfillment rates due to manual data entry
- Slow turnaround times and limited visibility into referral progress driven by fragmented data collection

The specialty pharmacy sought a more efficient, reliable way to improve time to therapy and overall patient access.

Solution

The specialty pharmacy partnered with AssistRx to integrate its prescriber website and prescription processing systems with iAssist, a comprehensive digital intake solution. This enabled:

- Single sign-on between both platforms
- Streamlined onboarding for patients
- A centralized, digital experience to initiate and submit referrals
- Improved data accuracy and visibility across all stakeholders

By digitizing intake workflows and removing manual processes, the solution eliminated redundant steps - resulting in faster time to therapy and more reliable access to treatment.

Results

15%

of all new referrals for the therapy were initiated through iAssist

1.4 days

faster average turnaround time (TAT) compared to other channels

22%

improvement in prescription fulfillment rate



Informed access. Improved outcomes.

AssistRx has engineered the perfect blend of tech + talent to provide an advanced therapy initiation and patient support solution to improve patient uptake, visibility and outcomes. Our solution integrates technology and therapy expertise to advance patient therapy in a more efficient and effective manner—delivering informed touchpoints that simplify a complex system to enable better results for today's patients.



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