

Background

Medication adherence is crucial for effective management of multiple sclerosis (MS), as consistent use of disease-modifying therapies (DMTs) can reduce relapse rates and slow disease progression [1]. Despite the availability of effective treatments, many MS patients experience suboptimal adherence, leading to poorer health outcomes [2]. Specialty pharmacies play a vital role in supporting adherence by offering various refill methods, including telephonic communication, text messaging, and patient portals.

Digital refill methods, such as text messaging and patient portals, provide automated and convenient ways for patients to manage their medication refills. Evaluating their effectiveness can guide strategies to enhance adherence and improve clinical outcomes for patients with MS.

Results

The analysis included 23,303 patients (mean age 51.78 ± 14.05; 75.62% female) with 19,161, 532, and 3,610 refills among phone, portal, and text channels, respectively. Mean PDC adherence rate comparison findings between telephonic and digital (portal and text) refill channels were 92.93% phone, 94.36% portal (p<0.05), and 94.32% text (p<0.05).

Conclusion

Clinical evidence supports a PDC threshold of 80%, our findings demonstrate high adherence rates in our MS patient population across all refill channels, with digital channels demonstrating a statistically significant increase compared to phone. These findings emphasize the importance of offering a range of accessible and convenient refill options to support consistent and on-time medication adherence, a critical factor in MS management. Future research should focus on strategies to increase patient enrollment in digital refill channels, enabling more robust comparisons across groups and further optimizing adherence strategies.

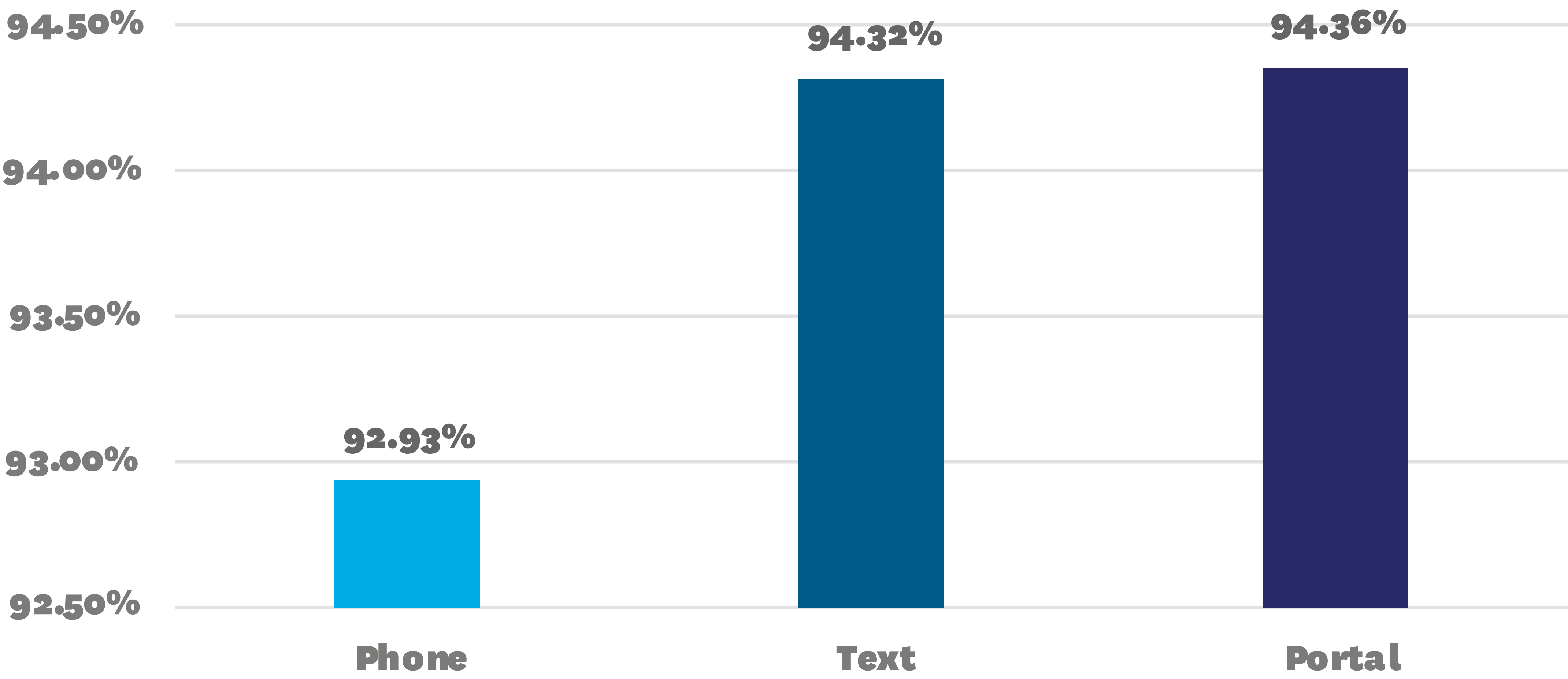
Objective

This study aims to examine how refill channels impact medication adherence among patients receiving MS medications.

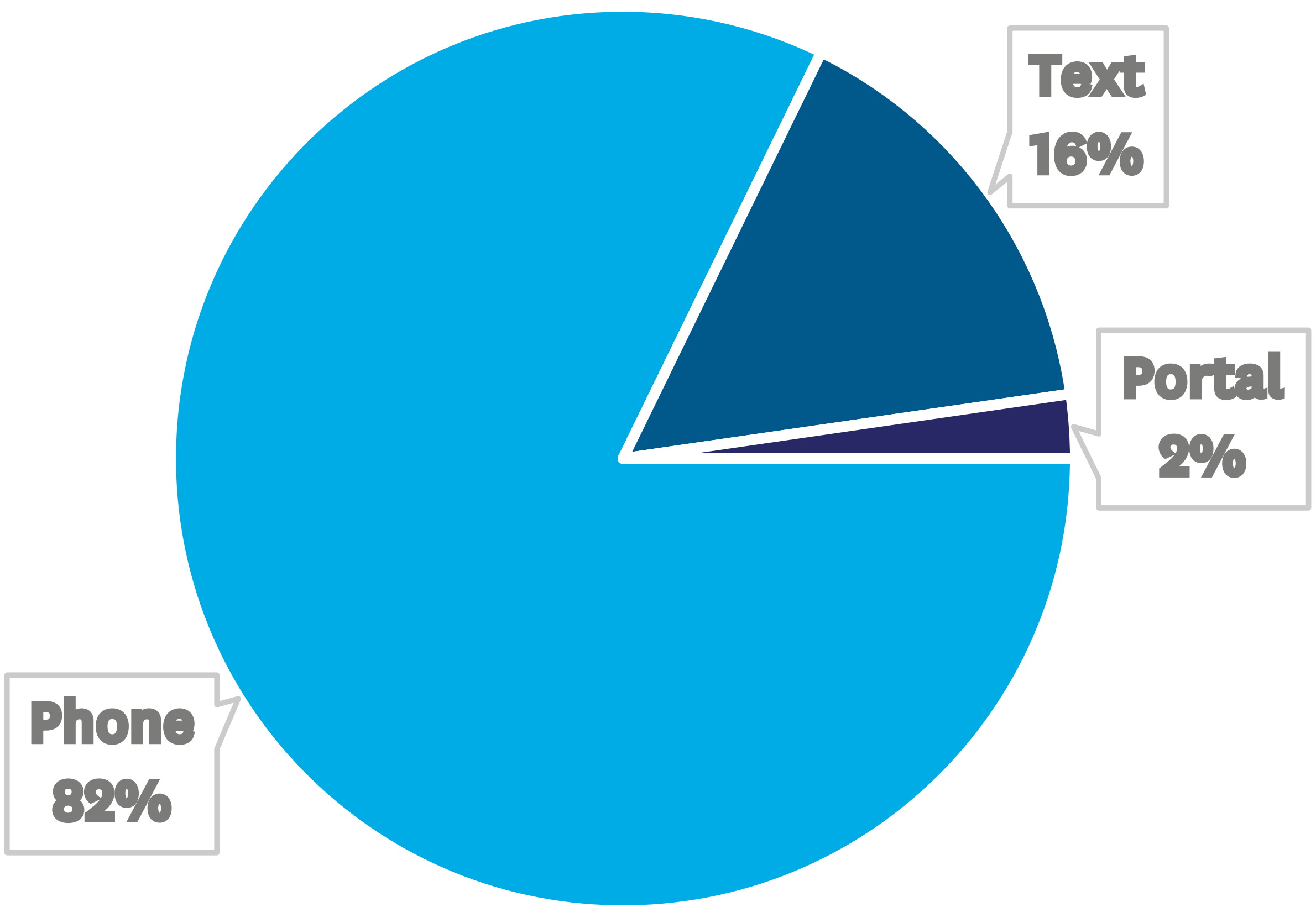
Methods

This is a retrospective review of adherence using the PDC formula across three refill channels for prescriptions filled between 1/1/24 and 12/31/24. Patients who received a MS medication from AcariaHealth during this period were included. Patients were categorized according to the refill method utilized as phone, portal, or text for each refill. PDC rates for phone compared to portal and text were analyzed for significant differences (p<0.05) using two-sample t tests.

Average PDC by Refill Channel



Patient Volume by Refill Channel



References:
[1] Nicholas, J. A., Edwards, N. C., Edwards, R. A., Dellarole, A., Grosso, M., & Phillips, A. L. (2020). Real-world adherence to, and persistence with, once- and twice-daily oral disease-modifying drugs in patients with multiple sclerosis: A systematic review and meta-analysis. BMC Neurology, 20, Article 281. <https://bmcneurol.biomedcentral.com/articles/10.1186/s12883-020-01830-0>
[2]Nicholas, J. A., Edwards, N. C., Edwards, R. A., Dellarole, A., Grosso, M., & Phillips, A. L. (2021). Objective medication adherence and persistence in people with multiple sclerosis: A systematic review. Journal of Managed Care & Specialty Pharmacy, 27(9), 1273–1284. <https://www.jmcp.org/doi/pdf/10.18553/jmcp.2021.27.9.1273>