

Evaluating the Impact of Centralized Prescription Renewal on Efficiency and Experience in Ambulatory Care

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PURPOSE

To evaluate the impact of centralized prescription renewal on efficiency, workload, and clinician experience in ambulatory care.

METHODS

Quantitative: Retrospective analysis of renewal requests from May 1–June 20, 2026 using Epic Clarity data analyzed in R.

Qualitative: Semi-structured interviews with a convenience sample of physicians and ambulatory clinic nurses.

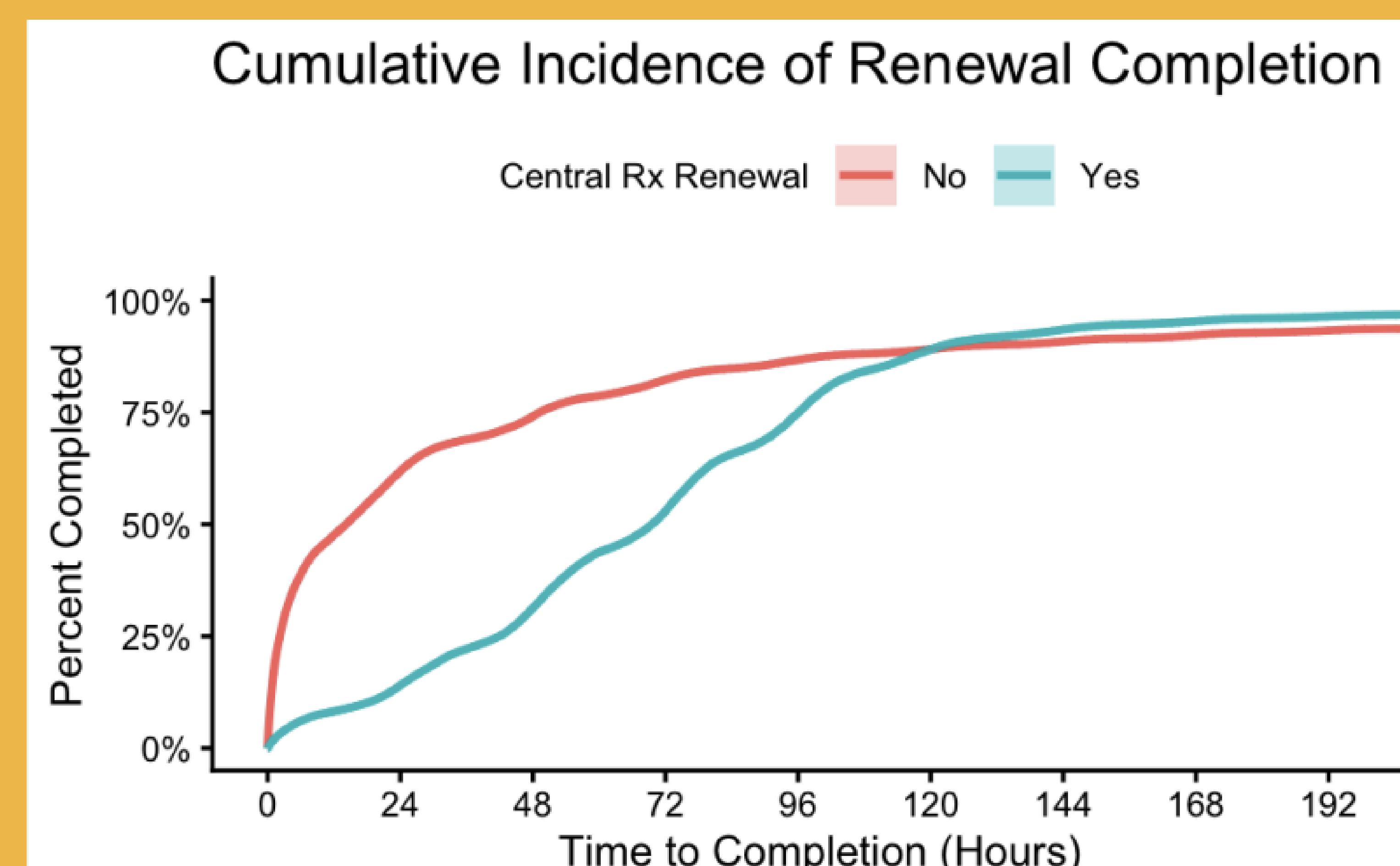
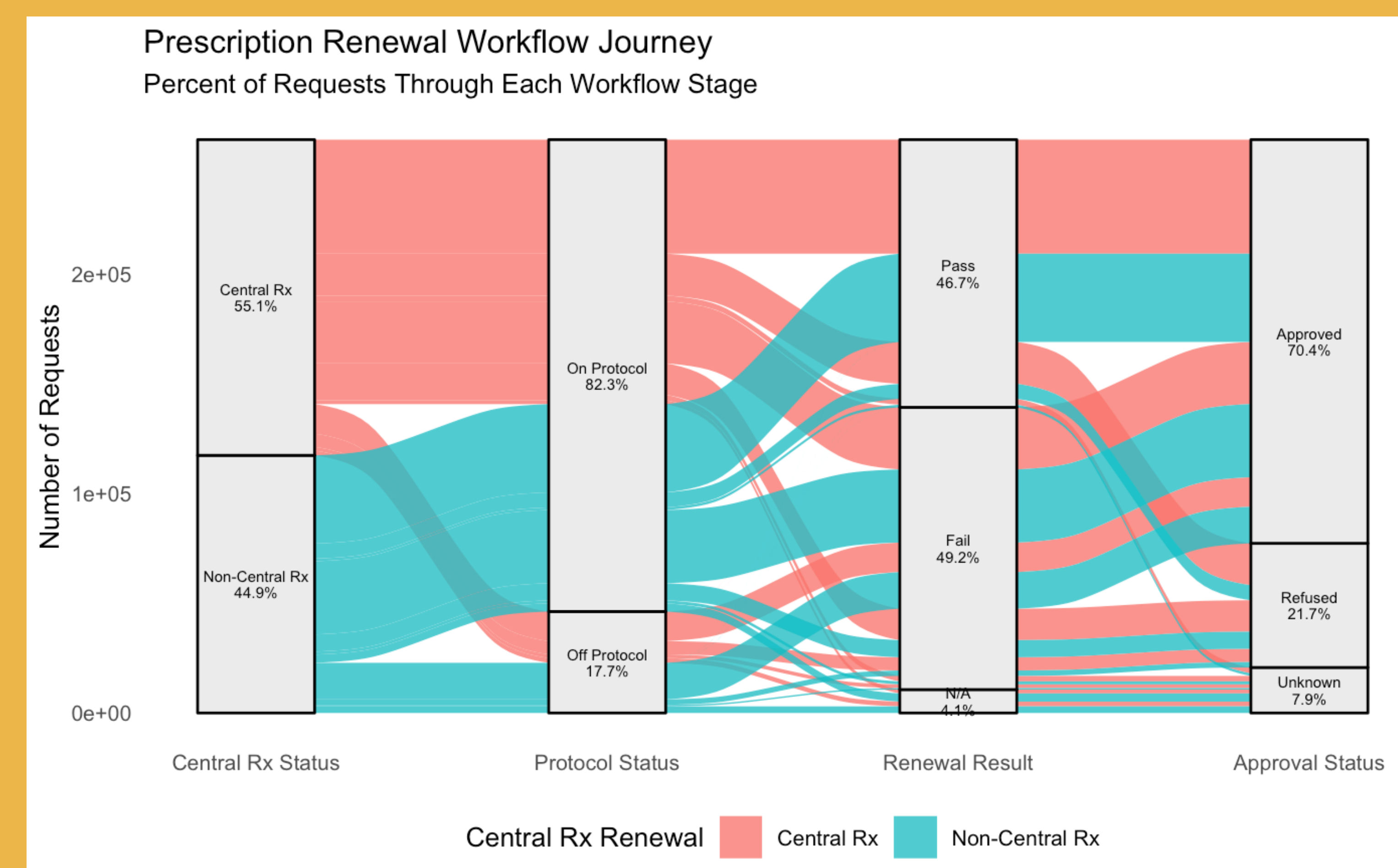
RESULTS

Quantitative:

260,866 prescription renewal requests were analyzed.

Centralization improved standardization and redistributed renewal workload but did not reduce turnaround time.

Centralized renewal **reduced** refill-related responsibilities for nurses but **increased** completion time, with **mixed clinician perceptions** of overall efficiency.



RESULTS

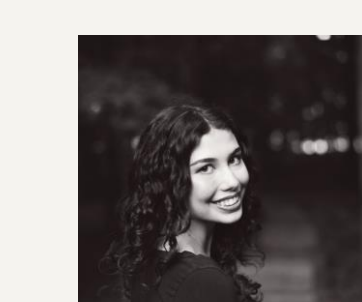
Qualitative:

7 interviews: 4 physicians, 3 nurses

Clarity: Limited understanding of centralized team responsibilities and how to communicate recurring issues.

Efficiency: Nurses reported substantial reductions in renewal workload and message volume; physician experiences varied.

Standardization: Clinicians viewed standardized protocols as promoting consistency and safety, although some physicians perceived reduced autonomy.



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