

Pharmacy Workflow Mapping Template

Willow Inpatient + Ambulatory |
TechFitFlow.com

Use this template to document current-state (AS-IS) and future-state (TO-BE) pharmacy workflows. Complete one table per workflow. Identify gaps between columns. Obtain clinical and IT sign-off on every TO-BE workflow before build begins.

INPATIENT WORKFLOW 1 - MEDICATION ORDER TO PHARMACIST VERIFICATION

#	Workflow Step	AS-IS (Current)	TO-BE (Epic Willow)	Gap / Issue	Owner
1	Physician places medication order (CPOE)				---
2	Order routes to pharmacy queue by department rule				---
3	Pharmacist receives and reviews order				---
4	Clinical decision support alerts reviewed / overridden				---
5	Pharmacist verifies or modifies order				---
6	Order status updates in provider view				---

Clinical Sign-off: _____

IT/Build Sign-off: _____

Date: _____

INPATIENT WORKFLOW 2 - DISPENSE AND BCMA ADMINISTRATION

#	Workflow Step	AS-IS (Current)	TO-BE (Epic Willow)	Gap / Issue	Owner
1	Verified order queued for dispense				---
2	Tech prepares / pulls from ADC cabinet				---
3	Pharmacist checks prepared medication				---
4	Medication delivered to nursing unit				---
5	Nurse scans patient wristband (BCMA)				---

6	Nurse scans medication barcode (BCMA)				---
7	Administration documented in eMAR				---

Clinical Sign-off: _____

IT/Build Sign-off: _____

Date: _____

INPATIENT WORKFLOW 3 - IV ADMIXTURE PREPARATION

#	Workflow Step	AS-IS (Current)	TO-BE (Epic Willow)	Gap / Issue	Owner
1	IV order verified by pharmacist				---
2	IV prep label generated and printed				---
3	Tech prepares IV admixture				---
4	Pharmacist performs IV check				---
5	IV logged in preparation record (USP 797)				---
6	IV dispatched and tracked to unit				---

Clinical Sign-off: _____

IT/Build Sign-off: _____

Date: _____

AMBULATORY WORKFLOW 1 - PRESCRIPTION RECEIPT TO FILL

#	Workflow Step	AS-IS (Current)	TO-BE (Epic Willow)	Gap / Issue	Owner
1	Prescription received (e-prescribe / fax / walk-in)				---
2	Prescription entered / queued in Willow				---
3	Insurance / PBM adjudication submitted				---
4	Rejection or approval processed				---
5	Tech fills prescription				---

6	Pharmacist final verification				—
7	Patient counseling (required by state law)				—
8	Prescription dispensed / patient pickup confirmed				—

Clinical Sign-off: _____

IT/Build Sign-off: _____

Date: _____

AMBULATORY WORKFLOW 2 - SPECIALTY PHARMACY FILL

#	Workflow Step	AS-IS (Current)	TO-BE (Epic Willow)	Gap / Issue	Owner
1	Specialty medication order received from prescriber				—
2	Prior authorization status confirmed				—
3	REMS enrollment / compliance check completed				—
4	Benefits investigation completed				—
5	Specialty fill queued and prepared				—
6	Cold-chain / shipping requirements confirmed				—
7	Patient notified (MyChart / phone)				—
8	Medication shipped or dispensed				—

Clinical Sign-off: _____

IT/Build Sign-off: _____

Date: _____