

TECHNOLOGY & THE PHARMACY: How using DocuTrack, PassPort, and other technologies improve LTC pharmacy

BACKGROUND

Integra's customers are forward-thinking, enterprising pharmacies. While each business is unique in its own way, some pharmacies have especially innovative processes. Advanced Pharmacy of Houston, TX not only embodies the ideal of initiative, but uses ground-breaking, flagship technologies to live up to its name.

Danielle Greer, Director of Pharmacy Programs at Advanced Pharmacy, recently spoke with us about their operations, how they use DocuTrack, their philosophy of technology, and especially their automated in-house pharmacy machine PassPort to bring efficiency and security to their pharmacies' processes.

ADVANCED PHARMACY & DOCUTRACK

In business since 2001, Advanced pharmacy owes its business success to its dedication to cohesive technology practices. One of the key components in helping Advanced Pharmacy achieve their culture of technology was implementing DocuTrack in 2009.

"Before DocuTrack we had paper and faxes all over the pharmacy," says Danielle. "Considering the fact that we prided ourselves on being a technology company, we never thought the paper was very technical. It was really great when we got DocuTrack and were able to get rid of all the color coded bins on the wall. We were very excited when we were able to integrate the DocuTrack technology fully into our processes."

DocuTrack also assisted Advanced Pharmacy in setting up a unique blended workflow that allows their pharmacies to share triage queues. With this workflow, Advanced Pharmacy acts as their own backup pharmacy during natural disasters and peak production times.

"We don't partition or segregate our pharmacies' workflows," says Danielle. "Instead, we use DocuTrack to marry all the pharmacy workflows together so everyone can do order entry for everyone else. It's especially helpful if we get into a hurricane. For example, if we get a hurricane in Florida, we can call Maryland and say 'Hey, you're going to start doing order entry for Florida for the next five days'."



About Advanced Pharmacy

Founded in 2001, Advanced pharmacy services LTC facilities in Texas, Maryland, and Florida.

Interfaces:

- FrameworkLTC
- PassPort

About DocuTrack

DocuTrack is a workflow and content management system that organizes, routes, stores, and retrieves content. Experience instant order access, a convenient audit assist workspace, intelligent archiving, automated routing, and eRx functionality.

About Integra

Integra is a pharmacy software company whose suite of products – DocuTrack, DeliveryTrack, Logix, and Integra Cloud Fax – reduce pharmacy costs, increase productivity and profits, and enable the highest levels of customer service. Talk to Integra today to see how our products can help your pharmacy: (866) 257-4279 or sales@integragroup.com, or visit www.integragroup.com

THE PASSPORT SYSTEM

Advanced Pharmacy is dedicated to serving their patients and customers, but also to developing better, more efficient processes and technology. “We’re a technology company,” says Danielle Greer, “not just a pharmacy. We’re very streamlined and minimal.”

Along with DocuTrack, one of the main reasons for the ultra-efficient operations at Advanced Pharmacy is their hardware system PassPort. Developed, manufactured, distributed, monitored, and supported by Advanced Pharmacy, PassPort is an in-facility medication management and dispensing center. Installed in each of Advanced Pharmacy’s customers’ facilities, PassPort automatically dispenses drugs on a real-time, on-demand basis. DocuTrack’s open-system architecture enables an automated interface with PassPort so incoming orders process in DocuTrack and are then routed to the appropriate facility’s PassPort for dispensing.

PassPort holds over 170 of the most commonly used oral solid drugs and is protected by stringent security procedures. Advanced Pharmacy monitors each machine and produces quarterly formulary reviews on drug uses so they can adjust the content based on each facility’s usage. Says Danielle, “The PassPorts have bins at the bottom of the machine which we stock with IV supplies and non-oral solid medications so facilities also have those available if they need them. It’s like a gigantic e-kit. Essentially, the PassPort is a remote pharmacy – a pharmacy inside the facility.”

BENEFITS OF DOCUTRACK:

- Customizable workflow
- Integration with other technologies
- Document search
- Complete audit history
- Barcode processing

Contact Integra today to see how DocuTrack can improve your pharmacy’s workflow operations.

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Advanced’s dedication to incorporating technology such as DocuTrack and PassPort into their pharmacy has not only improved the running of their processes, but has also improved the atmosphere of their pharmacies. “If you came into our pharmacy you would see two pharmacists sitting at computers instead of twenty-five because we just don’t need more. Fifty percent of the workflow goes away when you have PassPort, and our call center monitors the drug levels so most phone calls stat out of our pharmacy. So our pharmacies are quite quiet.”

A THOUGHT ABOUT TECHNOLOGY

Technology is the driving force behind Advanced Pharmacy’s success. But, according to Advanced, technology is more than just a fancy piece of equipment. “A lot of people get wrapped up in thinking about technology as their computer sitting on their desk,” says Danielle. “But technology is anything that makes something better. Anything that makes life a little bit easier, better, faster, safer, more efficient.”

This philosophy of technology is motivated by deeper ideals than simply improving their processes with industry-leading software and hardware. “I think in the health care industry one of the biggest things is accountability and safety, which at the end of the day is the patient,” says Danielle. “We started out with the intent of saving the nurses time so they can spend more time with their patients, and we provide not only that, but safety and consistency.”

To learn more about Advanced Pharmacy, visit www.advancedpharmacy.com.