



Frequently Asked Questions

DOCUMENT PROCESSING

Does DocuTrack support barcodes from my pharmacy system?

Barcodes from most major pharmacy systems are supported and may include prescription, manifest, patient, and static barcodes. Barcodes allow you to setup more robust import rules to automate collation, refill submission, and document filing.

Can I send documents into DocuTrack via email?

Yes. DocuTrack supports most standard formats (PDF, text, most image formats). DocuTrack can also format and import e-mails without attachments if you want a record of a specific email's contents.

Can I drag and drop items into DocuTrack?

DocuTrack supports drag and drop functionality for Word, Excel, and WAV files.

Does DocuTrack support electronic forms?

Yes. DocuTrack forms are PDF based and include benefits such as customizable drop down menus and other PDF advantages. We also interface to forms providers such as MED-PASS and Integral Solutions Group.

If we add a document to the system such as a manifest or a prior authorization form, does it have to be manually filed?

No. By hitting the scanner's speed dial setting when scanning, documents can be indexed upon entry into the system.

How does DocuTrack work with e-Prescribing?

Pharmacy systems can automatically copy electronic prescriptions into DocuTrack so they can be triaged alongside orders being received via fax, telephone, email, and eMAR systems. This allows you to manage your workflow, processing, and audits from one system. For pharmacy systems that don't send orders into DocuTrack, a virtual printer can submit orders to DocuTrack. In addition, Integra is working on a NCPDP 10.6 interface that will facilitate workflow working in conjunction with your pharmacy system.

What faxing capabilities does DocuTrack have?

Unlike generalized systems, DocuTrack does not treat faxing as an afterthought. It has native fax capabilities such as using PDF forms for cover pages, centralized address book, and full audit info on cover pages regardless of fax server. Simply click one button to enjoy robust, full-featured faxing.

TECHNOLOGY REQUIREMENTS

Does each pharmacy have to have its own server?

It depends on your needs. DocuTrack's installation can be customized to work centrally or distributed. This may require an enterprise interface from DocuTrack and/or your pharmacy system vendor.





I have a server. Can DocuTrack be installed on that server?

Possibly. The server must meet our minimum specifications and be used solely for DocuTrack. Because DocuTrack functions as mission critical software, we do not install DocuTrack on servers that are performing other functions for the pharmacy. A dedicated server allows us to fully support the installation and pinpoint any problems.

DocuTrack has a fax server bundled into the software, correct?

Yes. You can bundle with our fax server or use a fax server of your choice.

IMPLEMENTATION

What is involved in implementing DocuTrack?

Here is an overview of the basic installation process:

- 1. Introductory Phone Call:** Provides a high-level overview of the project and helps plan the date/time for an Account Manager (AM) to come onsite for a Pre-Implementation meeting.
- 2. Pre Implementation:** A 4-8 hour on-site visit where an AM works with your team to map the project timeline. The AM will walk through your pharmacy to learn your unique workflow and processes, and review the list of items (tasks, deliverables, responsible parties, and timelines) you need to complete for a successful Go Live. Each department will be consulted regarding their current processes, giving them the opportunity to make changes for optimization. A Field Engineer (FE) will join via conference call to answer any technical questions and confirm the items in the contract will meet your needs.
- 3. Build:** The AM custom-builds your workflow, at the same time, the FE configures and ships the server to you. Workflow reviews will occur as needed until satisfaction is achieved.
- 4. Training:** Both Admin and user training is handled remotely by the AM. He/she will provide online training, phone assistance, educational materials, and answer any questions you may have to fully prepare pharmacy staff for Go Live.
- 5. Testing:** To ensure your installation is seamless, we ideally set up the server to run in parallel (print and electronically process incoming documents at the same time) to ensure all software is operational before coming on-site for your Go Live. Staff is encouraged to "practice" DocuTrack before Integra arrives for the Go Live.
- 6. Go Live:** The AM and the FE will come on site for several days to provide any additional training needed and ensure the transition to DocuTrack is seamless.

What is the timeline to be fully running on DocuTrack?

Typically 6-8 weeks from the introductory phone call. Exact time can depend on availability of hardware and 3rd party components.

How long does it take to train an end user?

Typical end user training takes about an hour. Administrative training can take 2-3 hours depending on the Admin's technical skill set. User proficiency typically takes a few days.





OPERATIONS

Can DocuTrack customize exactly to our current workflow?

Do we have options to change our workflow on our own? Yes and yes. DocuTrack's workflow is fully customizable and adaptable. During implementation, your Account Manager can mirror your current processes and suggest enhancements to improve productivity. After training, your DocuTrack administrators will be able to easily make further adjustments at any time.

What modes are available to alert managers of workflow issues?

Email, phone, pager, and our real-time alert module may be used. The real-time alert module is designed to be projected or displayed within the pharmacy to alert staff of items that need attention.

Does DocuTrack have any features that allow a Skilled Nursing Facility (SNF) or Assisted Living Facility (ALF) customers to view documents related to patients at their facility?

Yes. DocuTrack allows facility access to documents within DocuTrack that have been faxed or emailed by the SNF or ALF.

