CONTINUUM OF CARE: Using document and workflow management to improve specialty pharmacy practices

THE CHALLENGE

As a pharmacy specializing in hormone replacement therapy, Premier Kids Care is faced with the unique challenge of coordinating the continuum of care with the Pediatric Endocrinologist, patient, family, and insurance company case management teams. Keeping track of the paper trail was a challenge.

"Having everything revolve around a patient chart that could be anywhere made it extremely difficult," said Dawn Gwaltney, Corporate Compliance Officer for Premier Kids Care. "Everything was maintained in a patient file and you needed the patient chart before any work could be done. There were also multiple locations the chart could be maintained. This slowed production down because people were spending an inordinate amount of time just looking for a chart to be able to do what they had to do with their job.

There were also storage issues because everything was being maintained on paper. "As patients discontinued, paper had to be boxed up and there were offsite storage space and related costs," said Gwaltney. "We also had an enormous amount of filing that had to be done every month because things were arrived in printed, hard-copy format and then had to make their way to that chart."

RESULTS

With hopes of making it easier to organize and track their charts, Premier Kids Care installed DocuTrack. They saw immediate results.

Time Savings

"DocuTrack saves us a lot of time as a communications tool from department to department," said Gwaltney. "We no longer have to fax or ship documents to our remote pharmacies. They can actually pull those documents up themselves which alleviates the 'hold-on-just-a-second-let-me-go-fax-it-to-you' issue.

"We also save time with people not looking for charts and people being able to email documents through DocuTrack. The fax function saves time as people aren't standing around a fax machine."

About Premier Kids Care

Established in 1996, Premier Kids Care serves thousands of patients receiving hormone replacement therapy.

Interfaces:

- QS/1 PrimeCare®

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

Cost Reduction

"I think the first thing that comes to mind is what we are saving in paper and we're not hiring anyone to do our filing anymore," said Candice Horsley, Reorder Supervisor at Premier Kids Care.

"As we continue to grow as a company, we have not had to increase the number of employees," said Lori Wages, Audit Coordinator for Premier Kids Care. "So when we started on DocuTrack in March of '09, and with the amount of work that we have now, we have minimal increase in employees doing more work because we can do it more efficiently."

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.

(866) 257-4279 | sales@integragroup.com
www.integragroup.com

"[The new DocuTrack processes] put us in better compliance with the board of pharmacy expectations, by way of reviewing prescriptions."

Enhanced Compliance

"From a legal standpoint there were situations where the pharmacist in the remote location would need to view an original prescription," said Gwaltney. "It would have to come here and then be sent to that pharmacist where now it can be moved electronically from one folder to another. Now they can review it and check it off from that location. This puts us better in compliance with the board of pharmacy expectations, by way of reviewing prescriptions.

"We just recently went through URAC and ACHC accreditation. We showed them DocuTrack in conjunction with QS/1, and how the electronic data is filed, so security-wise they said all of our systems looked very secure. They really didn't have anything that we needed to change as far as for security purposes."