

SEE THE MAGIC: Using workflow management to improve staff management and customer service

THE CHALLENGE

Wellness Concepts, like most LTC pharmacies, is always trying to improve their processes. They experienced first-hand the struggle of keeping track of orders with loose papers floating around the pharmacy. “We spent so much time handling the exact same piece of paper, and then going back to retrieve the exact same piece of paper,” said Amy Brittle, Chief Operations Officer at Wellness Concepts.

“It was insane, really. Things were getting lost and we were having a very difficult time re-creating them. We could print it out and get the order if we had it scanned in, but in some cases we didn’t have it scanned. We had a real struggle at that point.”

And while they didn’t have any trouble with audits, they were very time consuming. “If we didn’t have a two week lead on getting all prescriptions and delivery summaries together, we couldn’t get it done in time,” said Brittle. “Also, backtracking to try and retrieve all the pieces was just painful.”

Amy Snead, Pharmacy Manager at Wellness Concepts, agrees. “If we had DocuTrack for this one audit, we wouldn’t have spent days searching through files. I mean it was myself, another technician, and then Angie pulling; we even had some clerical people helping out too. It’s just a nightmare when you do that.”

THE SOLUTION

Staying up to date with the best technologies in the LTC industry, Brittle and Snead both campaigned for DocuTrack. “We’ve seen other programs,” said Snead, “but they couldn’t do exactly what we were looking for.” “They couldn’t do the same document retrieval,” said Brittle.

About Wellness Concepts

Since 1999, Wellness Concepts has served the LTC facilities of Virginia. They use DocuTrack and QS/1 PrimeCare® to serve 1,500 beds.

“One technician asked me a question and I said to her, ‘Just sit back and you’ll see the magic happen.’ And she said, ‘I already see the magic.’”

“One summer we went to the annual QS/1 conference and one of our friends said ‘I’m getting DocuTrack,’” said Snead. “We wanted to hurt him at that point, because we wanted to have DocuTrack first! He got it and he was constantly emailing me with ‘Have you got DocuTrack yet? DocuTrack is delicious.’ It was just crazy; so in our face.”

RESULTS

The go-live process went really well. “I was pleased,” said Brittle. Snead elaborated. “I think we’ve done well. Our Account Manager has been great and the engineer who came out, too. The transition was very easy and very smooth.”

And their staff is pleased with DocuTrack as well. “One technician, who is not even in the process yet, asked me a question. I said to her, “Just sit back, and we’ll develop the process, then you’ll see the magic happen.’ And she said, ‘I already see the magic.’”

Learn how DocuTrack can help your pharmacy.

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