

# HIGHER OUTPUT, FASTER SERVICE: Using process automation to manage and improve workflow and efficiency

## THE CHALLENGE

In an industry where productivity is measured by every keystroke and document interaction, the ability to streamline processes and free up resources is critical. Illinois-based MACRx knew they needed to identify which processes within their workflow could be shortened and modernized.

Tasked with identifying where MACRx was wasting valuable staff time, Mary Glavan, Vice President of Support Services, began her search. Pleased with how DocuTrack and DeliveryTrack transformed their pharmacy's processes, Mary turned to Integra for a solution to their process automation.

"DocuTrack allowed us to reduce our paper-intensive processes to almost nothing," said Glavan. "However, an LTC pharmacy has dozens of communication intensive processes which require constant verification and follow-up by individuals in and outside the pharmacy. We use up a lot of time and effort making sure they are fulfilling customer expectations. We wanted to identify which were using up the most resources and figure out a way to remove them from our workflows."

## THE SOLUTION

Integra's Logix team visited MACRx, observing and talking with pharmacy staff to help identify where Logix would best fit. Working together, the Logix and MACRx teams identified chokepoints and ways to streamline them.

"Integra observed with us that our Refill Too-Soon (RTS) process was using two to three FTE's all day just chasing down signatures and having to touch every step of the process to ensure the prescriptions were filled on time. It was obvious that not only was it very time consuming, it was taking away from the customer experience. We have a rule that what comes in today goes out today, and when you're adding thousands of touch points to that process it makes an already short time frame even shorter."

"The Logix team took the whole RTS process and turned it into one keystroke," said Glavan. "The expertise of the Integra team helped us identify the steps in our process that were causing so much manual handling and reduced it to a single keystroke. Instead of having somebody touch all of those steps every time, Logix takes our rules and defines them automatically while running in the background."



### About MacRx

In 2014, Illinois-based MaxRx merged with another pharmacy to focus exclusively on institutional care. They currently serve 8,500 beds in LTC, Skilled, and Intermediate care.

Interfaces:

- FrameworkLTC
- DocuTrack
- DeliveryTrack

### About Logix

Logix is a process automation tool designed to take repetitive manual processes and automate them within your existing workflows. Logix works behind DocuTrack, completing tasks such as faxing, emailing, and Refill Too-Soon.

### 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](mailto:sales@integragroup.com), or visit [www.integragroup.com](http://www.integragroup.com)

## RESULTS

“The first benefit we noticed was instead of hundreds of RTS notifications in varying stages of completion, we were only seeing the ones that needed to be addressed. We didn’t have to touch every single RTS step. With the click of one keystroke, Logix is constantly pushing and monitoring at all times. It’s this little program that just runs in the background making everything more manageable.”

Logix also created an immediacy that was not there before. “We no longer have to chase things down for our clients when they ask. Now, when there are prescriptions that have stalled, we can handle them immediately and deliver better service to our customers, who in turn can deliver better service to their clients.”

### Efficiency

If you want to stay in business in long-term care pharmacy, everything is by the numbers. MACRx staffs departments based on specific metrics; every person has a number associated with them. If a team member has to re-touch a document over and over, MACRx believes that is a missed opportunity to serve their clients better.

“Logix has allowed us to free up an entire group of team members who can now focus on addressing customer needs much more quickly,” Glavan noted, “and be directed to assist other departments when they get backed up.”

### BENEFITS OF LOGIX:

- Create automation to eliminate manual processes
- Free staff for higher output and faster service
- Avoid errors with less manual intervention

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

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***“It’s so helpful to simplify your processes using Logix. You can have your folks on the ground working on the important things and not chasing and missing steps in a process. Logix never misses.”***

Logix was also set to provide alerts and notifications to staff. “If Logix cannot resolve an item in the timeframe we designate, it pops up a message and tells us ‘these are the ones that somebody has to go and address.’ It breaks the process down and makes everything so easier to manage.”

### Productivity

“For us, Logix is this little engine running in the background handling these manual tasks so our team can be doing other things that increase productivity,” said Glavan. “It’s so helpful to simplify your processes using Logix. You can have your folks on the ground working on the important things and not chasing and missing steps in a process. Logix never misses.”

“When we think about how many times our team had to touch and re-touch the RTS process before, at up to 2-3 minutes of total time per workflow...ouch. Logix really has simplified this process to the point where new team members don’t even know what was happening before. They only know one click and it’s done. Our management team can now focus on directing resources where they are really needed.”

### Final Thoughts

MACRx is already in the process of expanding their use of Logix. “Our experience with Logix has been great, and we have already moved on to our next Logix automation: controlled substance signatures. We know that with Integra working with us, we can identify where we are losing productivity in that workflow. Logix really is like adding another team member who never stops looking and keeps everything moving in your workflows.”