

WE DON'T HAVE TO FIGHT IT: Using workflow and delivery management to improve audit handling

THE CHALLENGE

Audits are an unpleasant reality for long-term care pharmacies. With so many business dollars at potential risk, Williams Apothecary viewed the time-consuming task of pulling files as a necessary evil. When they received a thirty-day notice of an audit, staff would spend 60-80 hours preparing.

"I'd literally pull up every box," said Jamie Williams, IT Manager at Williams Apothecary. "Probably about 40 or 50 boxes for the time period in question and arrange them in the office where we put the auditor." Then, they would find the highest priced items and pull them in advance, and hope they could find the remaining prescriptions in the few hours the auditor spent on site.

"When the auditor would arrive we would assign three or four people to pull whatever the auditor would request for the rest of the prescription audit," said Technology Manager Mike Sauer. "We didn't lose a lot of money on audits because we spent the time preparing, collecting signatures, and producing the needed information for the audits. But even fighting the audits took hours of follow-up time hunting down and producing signatures. Audits were pretty much a full-time job, but that work would start after your day job tasks were done."

THE SOLUTION

When they purchased DocuTrack in 2008, Williams initially used DocuTrack and QS/1 PrimeCare to find prescriptions. While they were able to save time during audits by searching in DocuTrack for a date range instead of having to go through each page manually or carrying boxes of signatures up to the auditor, audits were still difficult. "Until we got DeliveryTrack," Williams said, "it was still a bit of a hassle finding delivery signatures since we had several hundred deliveries per day to search through."

So in 2013, Williams Apothecary added DeliveryTrack. "What really paid for DeliveryTrack was we had an audit on our cycle med fill prescriptions," said Williams. "The auditor said in their letter that they wanted \$50,000 back. The auditor wasn't correct, and because he didn't understand our process, he wasn't taking our documentation on cycle fill medication. When we showed him our processes and explained our system, the auditor accepted our signatures and we ended up 100% compliant with no loss of revenue."



About Williams Apothecary

Founded in 1970, Williams Apothecary serves thousands of LTC beds in and around Pennsylvania.

Interfaces:

- QS/1 PrimeCare®
- DocuTrack
- DeliveryTrack
- eRx Module

DocuTrack & DeliveryTrack

DocuTrack is a workflow and content management system that organizes, routes, stores, and retrieves content. **DeliveryTrack** is a delivery management system custom-built to meet the needs of institutional pharmacies. Products can be customized to your pharmacy.

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

RESULTS

With DocuTrack and DeliveryTrack, audits are now largely effortless. “The integration of QS/1, DocuTrack, and DeliveryTrack works great for us,” said Williams. “For the prescriptions, we just dump the numbers in there, highlight all the prescription responses that come back, and print them off or create PDFs immediately.”

eRx Module

DocuTrack’s eRx Module has simplified the process as well. “For audits now, all our eRx’s are in the same place as our physical scan prescriptions and fax prescriptions,” said Sauer. “So now with Audit Assist, you can dump in that list of prescription numbers regardless of whether it was a handwritten prescription, a faxed prescription, or an eRx, they’re all going to show up in DocuTrack with a single search.”

DeliveryTrack & Cycle Fill

“Since we have DeliveryTrack integrated, all the delivery signatures also end up in DocuTrack,” said Williams. “And it’s the same deal. You hit search on Audit Assist, and get the response with all the documents and we have them. We know which ones are new orders, refill requests, and signatures.”

“Eventually, it got old for auditors trying to continue to get that kind of money back from us,” said Sauer. “Especially with our cycle fill process, which is substantial-

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“Now we don’t even have to fight [audits], because we have the signatures up front.”

in our business. Our cycle beds go through our TCGRx interface and we have signatures for each cycle. With four cycles in four weeks and 7 days in each cycle, we have four signatures over the month. DeliveryTrack gives us a signature for each step in the cycle. Easy.”

Cost & Time Savings

DocuTrack and DeliveryTrack have also helped Williams Apothecary save money. “I mean if you just look at the very low end,” said Williams. “Let’s say you’ve got five audits a year, are spending 50 hours an audit, that’s 250 hours, at \$25 per hour for an employee. That’s \$6,250 times five audits...that’s at least thirty grand you’re saving on audit handling and prep. And that’s a low estimate.”

Williams goes on. “The time savings are immense. What we used to spend possibly 60 hours’ worth of prep time on, is now minutes. When the auditor shows up – as far as signatures go – we can get those in a matter of minutes. During our last audit, Mike had a pile of signatures needed for the audit. He pulled and printed all the signatures we needed within 15 minutes.”

“We used to have to fight auditors on their recoupment,” said Sauer. “Now we don’t even have to fight it, because we have the signatures up front.”

Final Thoughts

“We would definitely recommend Integra to anyone looking at such things,” said Williams, “certainly to time savings. Integra itself has been a great company. Integra’s product, DocuTrack, is the most stable software we’ve ever had as far as limited downtime and so forth. We have over approximately 6 million documents in there now since August of 2008.”