BUILDING EFFICIENCY IN PHARMACY WORKFLOWS: How Logix automation provides faster performance and time back for your staff

THE CHALLENGE

Guardian Saliba's Extended Care Pharmacy was looking to build efficiencies and capacity in its pharmacy workflow, as well as growing its business. It was vital to pharmacy leadership to get refills to facilities and their patients more efficiently.

"We couldn't keep up with the volume of refills we had, and realized we needed to automate these tasks," said Jennifer McNulty, Operations Support Manager. "We weren't sure that there was anything out there that could help us, but at one of the Integra conferences we saw Louie Foster's demo for Logix. That's when we questioned: How can we integrate automation into what we're doing, and what can Logix do for us?"

THE SOLUTION

Jennifer and her team were facing a daunting backlog of refill requests – and were seeking a consistent process that could shorten staff time spent on the task. Did the Logix team understand their pharmacy's strategies and goals?

"We worked with the Logix team to look at our processes to see if we could create more efficiencies in our workflows. They got a clear understanding of what we're trying to accomplish. And then they walked us through a solution and scenarios that worked for the Logix process and for us," said Jennifer. "It's really nice to work through all of this with the Integra Logix team."

About Guardian Saliba's Extended Care Pharmacy

Since 1999, Saliba's Extended Care Pharmacy serves a variety of customers in the long-term care industry, primarily behavioral health, assisted living and skilled-nursing facilities. Saliba's Pharmacy is based in Phoenix, Arizona and services 10,000 beds.

Interfaces:

- PrimeCare
- DocuTrack
- DeliveryTrack
- Logix
- Etherfax
- Direct Print

About Logix

Logix provides process automation designed to create automated solutions eliminating repetitive manual tasks, freeing pharmacy staff for higher output and faster service. Logix works with DocuTrack, automating processes such as faxing, emailing, and Refill Too Soon (RTS) notices.

About Integra

Integra is a pharmacy software company with an industry-tested suite of solutions for reducing cost, increasing productivity and profits, providing data analysis, and improving customer service. Talk to Integra today and experience functional, intuitive products with world-class support: (866) 257-4279 or sales@integragroup.com, or visit www.integragroup.com

RESULTS

Logix automation simplified and streamlined the Saliba's Extended Care Pharmacy refill process – while keeping the process running smoothly in the background. "It was great not having to open one of the folders and see 800 documents – it was such a daunting number. It's far more manageable at 228 – which may sound like a large amount. But considering the volume we do here at the pharmacy, 228 is really not that big."

"The benefit from the Logix process was that we could get to the refills quicker, and get them processed more rapidly and off to the patients. Logix built that efficiency for us – not just the internal speed and performance, but faster service for the facilities and patients," said Jennifer. "And that translates to better customer service for the pharmacy."

Stemming from the faster performance provided by Logix, Jennifer and her team were able to take advantage of staff productivity as well. "Because our staff was able to handle refills more quickly, they could focus on other pharmacy tasks rather than just faxing documents out of the system. When a staff member doesn't have to fax a refill out and then follow up on it twice, that's fantastic. We got time back for the whole team."

"Anywhere we can build efficiency into our system opens our eyes to even more Logix possibilities. We're up for automating other workflow processes to make our pharmacy more efficient."

FINAL THOUGHTS

"Logix automation was very simple to put into our workflow. The Integra Logix team set it all up behind the scenes. All my staff has do to now is send a refill request to a printer number, and the whole process is now automated."

Saliba's Pharmacy is also pleased with how rapid and helpful the Logix support team continues to be. "The Logix team is quick. If we do run into some kind of an error or something not working properly, they are very fast working to get it resolved. That's a feature of all of the Integra products we use. They're quick to respond and always helpful."

Jennifer and her team continue to consider Logix process as they look to the future. "We are looking now at a prior authorization process – and then anything else that can help our workflows. We're open to suggestions – and we're definitely on board with Logix."

BENEFITS OF LOGIX:

Creates automation to eliminate manual processes.
Frees staff for higher output, faster service and additional customer support.
Reduces errors and provides consistent, error-free facility communication.
Contact Integra today to see how Logix can improve your pharmacy operations.

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