

LAUGHING AT AUDITS: Paperless document management for increased efficiency and cost savings during audits

THE CHALLENGE

Bob Cordier, President and CEO of Bates Pharmacy, was looking for a way to manage paper efficiently with the coming of Medicare Part D. He also realized that down the road they would need more justification of exactly why they filled prescriptions.

Bates also had an audit challenge. They experienced a “pretty nasty” audit where at one point they were asked to write a check for \$7 million based on just lack of documentation. With the pain they went through on that audit, they knew they needed a better solution. Determined to find a more efficient and effective way of managing the stacks and piles of paper that came through their pharmacy on a daily basis, Cordier started researching. After months of research, he decided on DocuTrack.

RESULTS

“There is no question that DocuTrack has improved our bottom line,” said Cordier. “We have seen increased productivity and more orders processed per staff member. One of the things it has allowed us to do is take on growth in our business without adding additional staff. It has clearly provided efficiency.”

Cost Savings

They also saw a clear cost savings. “If you are more productive, you are going to ultimately end up with a cost savings. The other potential cost savings is keeping prescriptions paid for, which ties back to the whole audit piece because that process is so simplified. The labor going in to tracking down documentation is nothing like what it was in the past; plus the items that are a challenge because of the difficulty with coming up with appropriate paperwork is just non-existent now. There clearly is a cost savings associated to both efficiency and audits.

About Bates Pharmacy

Bates Pharmacy uses DocuTrack, DeliveryTrack, the eRx Module, and QS/1 PrimeCare® to serve the LTC, Retail, and DME markets in Spokane, WA.

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Compliance

“Compliance is also tremendously better than it has ever been. From the standpoint of prescription retention, you go from the potential of writing a check for seven million dollars to pretty much chuckling and laughing anytime an audit issues a challenge, because we can now pull the appropriate documents up so quickly.”

Implementation & Training

Bates was also happy with the training and support they received from Integra. “We had a great trainer and we have a great customer service person in our account manager. She was very on top of what our needs were. She came in, listened to us and took the time through implementation to hold our hand.

“We had many individuals who were very anxious about not having that piece of paper in their hand to validate their value for the day. She was able to walk people through and do individual training when necessary. I thought the training and support was great.”

Learn how DocuTrack can help your pharmacy.

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