

COMMITTED TO SERVICE: Using workflow management to improve staff management and customer service

THE CHALLENGE

Long-term care pharmacies like Senior Care's Lakeland pharmacy are always looking for ways to streamline their order fulfillment process. Operating in a regulated industry where profit margins are tight and customer service expectations are growing, increasing profitability and customer service without increasing staff is close to impossible. Evelyn Beach, Director of Pharmacy at Senior Care's Lakeland branch, is always looking for ways to make the impossible possible.

One way of doing that was to use newer document imaging and routing technologies as a way to reduce order retrieval and lookup times. At that time, they were receiving orders by fax and transcribing those orders into QS/1's PrimeCare pharmacy information system. Once the orders were completed, they needed half to a full time employee to sort and file the orders by date and long-term care facility.

If somebody needed to research an order from a prior day, staff had to shuffle through all the orders received on that date from that facility. Misplaced orders were problematic. "It was bad enough to be a thorn in the side," Beach stated. "If something was misfiled, they would end up searching through all the orders for that day. Telephone inquiries were also problematic and a complaint from facilities. If an inquiry came in for an order received that day, it would require searching all locations within the pharmacy that the order may located."

Senior Care is committed to offering their customers personalized service with a focus on cost-containment, accurate and timely delivery, education, and technology. They knew they needed a solution to their issues.

THE SOLUTION

Senior Care knew what they wanted, but finding the correct solution was also a challenge. They quickly realized that the number of competing workflow systems is large. When they finally settled on DocuTrack, Beach said it was primarily "because DocuTrack was tailored to the specific needs of Senior Care Pharmacy."

Another factor that played into Senior Care's decision to choose DocuTrack -



About Senior Care Pharmacy

Founded in 2002, Senior Care Pharmacy's Lakeland, FL branch has served the LTC and assisted living communities.

Interfaces:

- QS/1 PrimeCare®

About DocuTrack

DocuTrack is a workflow and content management system that organizes, routes, stores, and retrieves content. Experience instant order access, a convenient audit assist workspace, intelligent archiving, automated routing, and eRx functionality.

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

was “Integra’s commitment to customer service and expertise in long-term care pharmacy.”

Because DocuTrack was designed and developed specifically for long-term care and institutional pharmacies. Because it is implemented and supported by the company who created the product, there is no Value Added Resellers adding cost to the product and complicating support issues.

RESULTS

According to Beach, Senior Care’s data entry staff no longer has to make trips to the fax machine and are “more focused on their jobs and spend less time shuffling and sorting paper.”

Instead of juggling paper, orders and other faxes are automatically sent to the data entry workstations, where they are indexed by the sending facility and time received. Once the orders are entered into QS/1, staff can press a hotkey and the prescription is associated to the document in DocuTrack. At the same time, the document number is sent to the QS/1 pharmacy system and stored with the prescription. This helps reduce the pharmacist’s time since they can press a hotkey and load the document for the current order being verified within QS/1.

BENEFITS OF DOCUTRACK:

- Customizable workflow
- Integration with other technologies
- Document search
- Complete audit history
- Barcode processing

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

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We chose DocuTrack because of “Integra’s commitment to customer service and expertise in the long-term care pharmacy.”

By reducing the retrieval and filing times, they were also able to reduce employee costs.

Beach also noted that just the ability to determine who is “cherry picking” (picking the easy orders and ignoring difficult orders), has greatly enhanced her ability to manage her staff and made her DocuTrack experience worthwhile.

Customer Service

Customer service has also increased. These fast retrieval times allow pharmacy staff to handle the inquiry while the customer is on the telephone. When a facility calls asking for an order or changing an order, the Senior Care staff can respond so quickly that Evelyn quoted one of their clients saying that her staff “has knocked my socks off” with their ability to quickly handle phone inquiries. This level of service is possible because the original order documents are instantly retrievable from within DocuTrack or QS/1.