

ComputerTalk

'09 Hospital Buyers Guide *Featured Pharmacist*

SCRIPTPRO
JIM GERMANO, R.PH.
Pharmacy Manager
US Family Health Plan
St. Elizabeth's Hospital
Boston, Mass.



CT: Tell me about the pharmacy operations.

Germano: We're primarily here for US Family Health Plan, which is an alternative to TRICARE. We're the HMO, while TRICARE is the PPO. We service both active duty and retired personnel. We also take other insurance plans such as MassHealth and TRICARE, and we take the employee health prescriptions for St. Elizabeth's Hospital, which is our parent organization. We fill from 300 to 650 prescriptions a day and we're only open during the week. I'd like to mention that we were number one in patient satisfaction for all US Family Health Plans this year, including all military plans.

CT: How long have you been using ScriptPro?

Germano: We've used ScriptPro since June 2009. We use ScriptPro's robotics and the SP Central Workflow with the touchscreens. We're looking at expanding to take on the mail order for all of the employees of Caritas, in which case we'd add an additional robot and stations and personnel to do that. We're looking at the cost analysis to see if this will be feasible.

CT: What motivated you to select ScriptPro?

Germano: I was already familiar with their robotics from experience in retail pharmacy. When it comes to the workflow, I really feel that they have a product that creates a strong safety profile, with all the barcoding and the ability to see the tablet image on the screen when you are verifying the prescription.

CT: What are the top two or three features/benefits that you like best?

Germano: We have the robot with the 12-slot collating control center and we have an IVR system, so our robot

works overnight and will fill prescriptions that come in after hours. The robot can collate up to 180 prescriptions, depending on the size of the vials. You can configure these collation slots any way you want, and we have most of the slots dedicated to prescriptions that will go out as mail order. But we have one slot dedicated to people waiting to pick up prescriptions. Of course, we know we need to get to those first, and the robot is programmed to fill these first. When you combine the speed of filling with this ability to prioritize prescriptions, you ensure that walk-in patients are not waiting long.

Next, the touchscreens are awesome because they give you speed that comes from not having to use a mouse or tab keys to go through the fields. You use keys for some data entry, of course.

Prescription scanning really helps our workflow, because we can use our technicians to do all our data entry and filling, and the pharmacist still has all the details available at the verifying step. Talking about verification, I'll also note that we've found ScriptPro's pill image database to be excellent. Even drugs that are new to market will already be in the database.

The workflow is so powerful that if you buck the trend of it and try to do things your old way, you'll fail with it. If you run with the system and have ScriptPro make reasonable adjustments for what you need to do, you can let the workflow drive your pharmacy. When people are working at individual stations and focusing on one activity, the work gets done really quickly and accurately. Our handbook says we have 7 to 10 days to get a mail-order prescription out, but we usually have them out in the same day.

What goes hand-in-hand with all this is the high level of service, 24/7. If you are on the phone with them about a problem, they don't call you back hours later. They are going to take care of it right then, and escalate your issue through their tier levels of service, if necessary. They are also willing to make adjustments to the software to meet specific needs you have, which I found outstanding. Sometimes they get it done the same day, but it never takes longer than a few weeks. **CT**