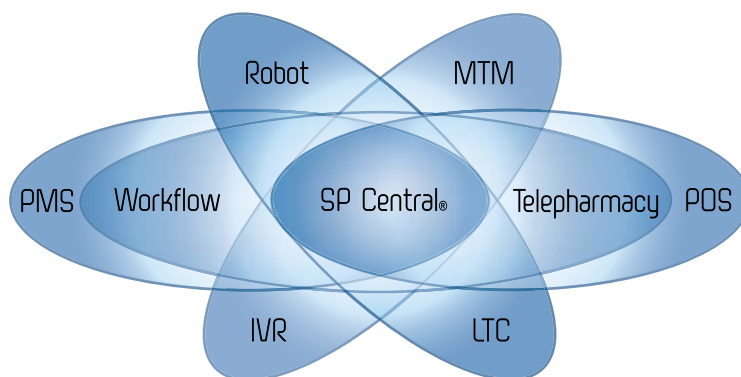


ScriptPro[®]

Technology Evaluation Guide

*Volume II:
Pharmacy Workflow Systems*



ScriptPro[®] Perfect Integration.

Dear Colleague:

Community pharmacies are truly the foundation of our nation's health care system. They are the front line for access to medical products, services, and information.

Pharmacies provide the best value proposition for optimizing health outcomes and controlling costs. Patients and payors alike want to have needs met at the local pharmacy rather than in the emergency room or hospital bed.

No other health professionals see their patients as frequently as pharmacists. And no other segment of the health care system uses nationally standardized, real-time information systems to check and screen for proper therapeutic interventions and coordinate payor reimbursements. Pharmacies must continue to upgrade and enhance these computer platforms to operate efficiently, capitalize on the opportunities to provide higher level services, and maximize profits.

ScriptPro offers this *Technology Evaluation Guide, Volume II: Pharmacy Workflow Systems* to help pharmacy executives evaluate workflow technology. Important safety, accuracy, and reliability features are examined. The service and support that pharmacy operators need and should expect from technology providers are also addressed.

We hope that you will find this *Guide* helpful in making informed decisions as you evaluate and implement advanced pharmacy workflow systems to meet the long-term needs of your business.

Sincerely,

A handwritten signature in black ink that reads "Michael E. Coughlin". The signature is written in a cursive, flowing style.

Michael E. Coughlin
President and CEO
ScriptPro

Table of Contents

- 1 *Making the Decision on Workflow*
- 2 *Dispensing Safety and Accuracy*
- 4 *Prescription Tracking and Filling Efficiency*
- 6 *Other Key Design Issues*
- 8 *Service and Support*
- 9 *Implementation*
- 10 *Software Interface*
- 11 *Company Orientation*

Making the Decision on Workflow

This *Technology Evaluation Guide, Volume II*, is intended to serve as an executive reference guide for evaluating pharmacy workflow systems as they are used in community pharmacy.

Just as the engine drives the train, your workflow system will become the key to pharmacy operational efficiency and productivity if you make a wise decision in your choice of automation. We hope this *Guide* will serve as a starting point for your educational process, and will help you make an informed purchase.

The following are some important factors to consider in selecting a workflow system and the automation vendor that stands behind it.

Dispensing Safety and Accuracy

This is a list of important safety and accuracy questions to consider in evaluating the design and features of a pharmacy workflow system. ■

Key Questions	ScriptPro			
1. Does the system require positive barcode scan and operator identification during filling and verification?	✓			
2. Does the prescription label print only after the correct NDC has been scanned?	✓			
3. Does the system prevent users from bypassing the barcode scanning requirements? Note: If your staff has the ability to bypass scanning requirements, you are not getting the full benefit from your technology investment.	✓			
4. To ensure accuracy, does the system display images of the drug during filling and verification?	✓			
5. Does the system automatically print auxiliary warnings on the label?	✓			
6. Can auxiliary warnings print in Arabic, Chinese, English, French, Russian, and Spanish?	✓			
7. Does the system automatically print a line drawing and description of the drug on the label?	✓			
8. Can the system display the scanned hardcopy prescription at any time during the filling process and after the prescription has been dispensed?	✓			
9. Does the system label partial-fill prescriptions correctly?	✓			
10. Is the pharmacist alerted when verifying a partial-fill prescription?	✓			
11. Can the system electronically capture two signatures for partial-fill prescriptions?	✓			
12. Does the system require a positive barcode scan on all packages of a multi-package prescription during filling and verifying?	✓			
13. Does the system label multi-package prescriptions correctly?	✓			

Key Questions	ScriptPro			
14. Is the pharmacist alerted when verifying a multi-vial/ package prescription to ensure the patient gets all vials or packages?	✓			
15. Does the system collate the patient's order from point-of-entry to point-of-sale, ensuring that the patient gets his entire order?	✓			
16. Does the system prevent unintentional patient mixing in an order?	✓			
17. Can the system "marry up" new or "just-approved" prescriptions to a patient's existing order?	✓			
18. Can a non-safety cap alert display automatically during the filling process?	✓			
19. When filling prescriptions, can the system's security control which operators can manually type the NDC if no barcode exists on the product?	✓			
20. Can the system require that the lot # and lot expiration date be entered before the prescription label prints?	✓			
21. Can the system print the lot # and lot expiration date on the prescription label?	✓			
22. Can system security require users to scan or enter their PIN after major tasks to prevent sharing IDs or logging in under one ID?	✓			
23. Can the system scan a site-specific patient ID card, such as a Military ID, when dispensing the patient's order, to confirm the correct patient is picking up the medication?	✓			
24. Does the system automatically crop the digital hardcopy prescription image to the correct size so it cannot be altered by a user?	✓			
25. Does the drug information database include multiple drug versions so that positive drug identification is possible when multiple versions of the same NDC are in use?	✓			

Prescription Tracking and Filling Efficiency

Look for these important tracking and filling features when evaluating the design of a workflow system. ■

Key Questions	ScriptPro			
1. Does the system identify who entered, filled, verified, and dispensed each prescription, including the time and date?	✓			
2. Can the system pinpoint the exact location of each prescription, such as Refrigerator Will Call?	✓			
3. Can the system keep all prescriptions for a patient together, including those filled earlier in the week?	✓			
4. Does the system track the patient's entire order, including doctor and insurance authorizations and on-file prescriptions?	✓			
5. Can the system track prescription "owes," "out-of-stock," and "special order" products?	✓			
6. Can the system differentiate prescriptions belonging to a specific inventory, such as 340B?	✓			
7. Can system reports track inventory usage for specific inventories, such as 340B?	✓			
8. Can a pharmacist fill and verify a prescription from one screen?	✓			
9. Does the verification queue populate automatically without having to be refreshed?	✓			
10. Can an entire order be dispensed by scanning one barcode instead of having to scan individual barcodes for each prescription?	✓			
11. Can an electronic version of the hardcopy prescription be printed at any time?	✓			

Key Questions	ScriptPro			
12. Can the system remind staff to call patients who have not picked up their prescriptions?	✓			
13. Can the system remind staff to return prescriptions to stock?	✓			
14. Can an entire order be returned to stock with one barcode scan?	✓			
15. Can you search for the prescription status at any time in the process, including after it has been verified or batched to a storage location?	✓			
16. Can the system prioritize prescriptions based on information sent from the pharmacy management system?	✓			
17. Can the system electronically capture signatures for drive-thru, delivery, and long-term care prescriptions?	✓			
18. Does the system allow a long-term care facility to sign once for the entire order?	✓			
19. Does the system allow users to pre-pack medication using barcode technology?	✓			
20. Are drug information updates performed automatically by the vendor? Note: Manual updates are time consuming to perform and may not be reliably kept up to date.	✓			
21. Can new generic and brand drugs be added to the database manually so they may be used immediately in the system?	✓			
22. Are software updates automatically downloaded to the system?	✓			



Other Key Design Issues

Here are other important features to look for in evaluating the design of a workflow system. ■

Key Questions	ScriptPro			
1. Does the system allow users to create pharmacy-specific forms that electronically capture the patient's signature?	✓			
2. For auditing purposes, can the system filter insurance signature logs by Third-Party?	✓			
3. Can custom drug alerts appear during the filling process to drive cross-selling at the point-of-sale?	✓			
4. Can the system identify unknown pills by their color, shape or markings?	✓			
5. Can the system interface with an IVR system to call outbound and provide customers detailed prescription statuses, such as "Out of Stock" or "On Delivery Vehicle?"	✓			
6. Can the system notify waiting or shopping patients that their prescriptions are ready?	✓			
7. Does the software support site-specific customizations, such as storage location or delivery driver names?	✓			
8. Can the system be tuned to the pharmacy operational demands, rather than requiring the pharmacy operations to fit the application demands?	✓			
9. Does the system allow users to modify auxiliary warnings?	✓			

Key Questions	ScriptPro			
10. Can long-term care prescriptions be separated from regular prescriptions?	✓			
11. Does the system track and alert users when it detects duplicate labels from the pharmacy management system with the same prescription number?	✓			
12. Does the system support filling supply and compound items that do not have an NDC?	✓			
13. Can users configure drug, patient, and prescription pop-up alerts to display throughout the filling process?	✓			
14. Are there more than 50 reports available to track drug utilization, fill-time averages, volume per hour, staff productivity, and more?	✓			
15. Can the system identify how many prescriptions each technician or pharmacist fills per day?	✓			
16. Does the system protect patient names from public view for HIPAA compliance?	✓			
17. Are the workflow and robotic dispensing systems connected on the same software platform without the need for an interface?	✓			
18. Is the system compatible with any industry printer?	✓			

Service and Support

Workflow systems become an integral part of the pharmacy operation and must be dependable. ■

Key Questions	ScriptPro			
<p>1. Is the system manufactured, sold, delivered, installed, and supported by the same company?</p> <p>Note: If multiple vendors are involved, each should be checked out and responsibilities should be clearly defined.</p>	✓			
<p>2. Does the vendor provide a staffed technical call center for problem resolution 24X7, including holidays and weekends, with no additional after-hours support fees?</p> <p>Note: Be sure the call center has enabled and empowered technical staff and engineers rather than phone operators or voicemail paging systems.</p>	✓			
<p>3. Is there one phone number for the technical support resolution of all hardware and software related issues?</p>	✓			
<p>4. Is service and support all-inclusive “bumper-to-bumper” coverage for a fixed monthly payment?</p> <p>Note: Per-incident service charges may lead to unpredictable operating costs.</p>	✓			
<p>5. Are software upgrades, including maintenance of the software interface to other systems, included in the fixed monthly payment?</p>	✓			
<p>6. Are label field changes included in the fixed monthly support payment?</p>	✓			
<p>7. Are software interface changes implemented directly by the vendor?</p> <p>Note: Manual software upgrades and interface changes may not be reliably implemented by pharmacy staff. Failure to maintain software may cause errors or disable the workflow system.</p>	✓			
<p>8. Can the vendor provide references to show a consistently high level of support to a large and diversified customer base, including institutions, chains, and independents?</p>	✓			
<p>9. Is the system manufactured and supported in the United States?</p>	✓			

Implementation

A robust workflow system fills and labels 100% of the pharmacy's prescriptions. Positioning the computer terminals in the pharmacy should be carefully planned. Installation must be quick and efficient to avoid interruption of the pharmacy's ability to serve patients. Implementation is not complete until users are trained. ■

Key Questions	ScriptPro			
1. Will the workflow system vendor provide implementation planning and consultation at no additional cost? Note: Some companies have extra charges associated with each implementation.	✓			
2. Does the vendor perform on-site workflow and software interface analysis prior to installing the system at no additional cost?	✓			
3. Can the vendor demonstrate a working software interface prior to delivery of the system?	✓			
4. Will the system be installed and will training begin immediately upon arrival at the site?	✓			
5. Will vendor personnel remain on-site until users are trained?	✓			
6. Does the vendor offer weekend training at no additional cost?	✓			

Software Interface

The workflow system receives its dispensing instructions from the pharmacy management system. The interface must be maintained at all times or the system will not work.* ■

Key Questions	ScriptPro			
1. Will the workflow system vendor take total responsibility for implementing the initial software interface? Note: If support is required from the pharmacy management system vendor, this should be arranged in advance.	✓			
2. Will the workflow system vendor take total responsibility for maintaining the software interface? Note: If not, continuing support will be required from the pharmacy management system vendor.	✓			
3. Can the workflow system vendor maintain the software interface via remote access?	✓			
4. Are all software interface changes included in the fixed monthly support payment?	✓			
5. Can you verify that the workflow system is currently interfacing successfully with your current pharmacy management system in other pharmacies?	✓			

**No interface is required when using ScriptPro's SP Central Pharmacy Management System.*

Company Orientation

The workflow system depends on the company that stands behind it. Technology decisions have a long-term impact on the pharmacy. ■

Key Questions	ScriptPro			
1. Is pharmacy automation and workflow management the vendor's core competency? Note: Pharmacy automation companies that are controlled by drug wholesalers may be using dispensing technology as a loss leader to secure drug supply contracts.	✓			
2. Is the workflow system purchase independent of drug supply contracts? Note: Pharmacy technology decisions are long-term commitments. Drug supply contracts may be changed in response to current prices, terms, and service levels.	✓			
3. Does the vendor have a record of standing behind its equipment with continuing support and upgrades?	✓			
4. Has the vendor received many awards for quality and excellence for its products and services?	✓			
5. Does the vendor have thousands of automation installations worldwide?	✓			
6. Is the vendor willing to host you on a visit to its corporate headquarters?	✓			

©2008 ScriptPro USA Inc.
5828 Reeds Road
Mission, KS 66202-2740
Phone 913.384.1008
Fax 913.384.4296
www.scriptpro.com