Medication Review Improves Communication
With DocuScripts® Medication Order Management

Challenges

Medication Review® is a 24/7/365 pharmacy service for hospitals. Many smaller, rural hospitals and critical access hospitals (CAH) often do not have 24/7/365 pharmacies. Medication Review® fills medication orders from a central location in Spokane, Washington for the smaller hospitals. Pharmacists receive orders electronically and via fax or scan and process them by logging in to the EMR in each hospital that they serve. Each EMR for each hospital has an individual "Verification Queue". It is not possible to keep multiple queues open simultaneously. By importing medication orders directly to DocuScripts® through an integration to the EMR systems the pharmacists can monitor a single queue and process orders in the correct order.They needed a fast and secure method of receiving medication orders.

Solutions

With DocuScripts®, telepharmacy medication orders can be routed from the nursing floors of rural hospitals to the central pharmacy processing center. Nurses have a status board which will allow them to see the orders as they are being processed in the central pharmacy. Instant messaging is used to communicate between the nurses and pharmacists.

Computerized Physician Order Entry (CPOE) is a very important initiative in every hospital. DocuScripts® allows the orders that are entered directly to the EMR to display in the dashboard. This alerts the Pharmacists that orders are available in the EMR to authorize.

Results

- **Improved Customer Service** – Orders arrive in the Pharmacy instantly and can be tracked by the nurses.
- Archive the scripts following completion
- **Improved Communications** – Pharmacists and nurses can communicate directly with instant messaging reducing interruptions by phone calls
- **Enhance Current System** –Electronic data may be transferred from Computer Physician Order Entry (CPOE) systems.
- **Reporting** – Reports showing daily/weekly/monthly-volumes, productivity, average completion times, deficiencies (medication errors), by date and time range are all created automatically

"DocuScripts is a lifesaver because we can integrate into multiple hospital systems and get instantaneous updates for new orders."

Doug Crafton - Owner/CEO

Products

- **DocuScripts® Enterprise Server**
- **DocuScripts® Client Licenses**
- **DocuScripts® Reporting Module**
- **DocuScripts® CPOE Connection License**

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