

Pharmacy Orders

Hospital Implements PSIGEN PSI:Capture and RightFax by Open Text

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PROBLEM

Managing the Pharmacy within a large acute care facility can be a daunting task at best. With all types of orders coming in from 24 separate nursing stations, managing the order process and filling STAT orders within a specified timeframe was difficult. The reliance on antiquated technology made the problem worse. "We had previously used manual fax machines to receive the orders which rely on analog lines and paper output," said the Director of IT at the hospital. "We frequently lost orders, and often would wait longer than five minutes for even a "STAT" order to be received".

CUSTOMER REQUIREMENTS

The Pharmacy and IT staff envisioned a system where the nurses could fax the physician orders to a central processing location, have them separated, filed by nursing station and urgency, and placed in a patient name folder with a time stamp. In order to accomplish the goal, the solution would have to provide distributed capture functionality by integrating with the customer's existing Open Text Fax Server, RightFax Edition system, read the patient encounter number barcode, and perform a lookup on an HL7 database to find the corresponding patient name. On output, the system would then create a standardized queue folder structure and file naming scheme for the orders within the Pharmacy's online storage system. It would have to be simple to implement and manage, with minimal training requirements.

SOLUTION

The customer wanted a flexible, feature rich product that could meet all their immediate needs and be dynamic and scalable enough to meet the hospital's future requirements. The answer was PSIGEN PSI:Capture and RightFax



by Open Text. Utilizing the Auto-import function, PSI:Capture monitors hot folders in RightFax associated with the hospital's 24 nursing stations. When a fax arrives in any one of the RightFax folders, PSI:Capture quickly identifies the nursing station and urgency, and then reads the patient encounter barcode. The barcode information is passed to a database, containing patient information, and the patient name is identified. "With PSI:Capture we were able to use our fax machines, scanners, and to send and receive orders electronically. Orders are received in less than a minute. Barcodes are used on the orders, providing the patient encounter number. PSI:Capture reads the barcode, looks up the patient name, and other critical information, and presents the electronic order and critical data to the pharmacist working the queue. "We love the organization and functionality that the solution afforded to us. What once was a manual process is now automated and efficient" said the Director of IT at the hospital.

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CONCLUSION

PSI:Capture adapts to any scanning and capture environment with ease through its well rounded feature set and flexibility. Its focus on efficiency and ease of use provides simple solutions to complex business problems. In this example, pharmacists can now focus on their core responsibilities, not finding lost orders. With scanned orders now arriving almost instantly and securely, the overall order process has been improved, with errors and delays nearly eliminated.

SOLUTION COMPONENTS

- ▶ Open Text Fax Server, RightFax Edition
- ▶ Brooktrout SR140 IP-Based Fax Communication Layer (Dialogic, Inc.)
- ▶ Dialogic Media Gateways
- ▶ PSIGEN PSI:Capture

VENDOR BACKGROUND

Advantage Technologies, Inc. is one of the country's leading integrators of network fax, enterprise fax, automated document delivery, capture, and processing solutions. Our goal is to help customers find affordable, best-of-breed, and scalable solutions to improve document based processing through digital formats, improve efficiencies, and reduce costs. All of our solutions deliver clear, immediate ROI. The company is an Authorized Support and Platinum Partner for RightFax, PSIGEN, and Dialogic product lines.

- ▶ **About PSIGEN Software, Inc.**

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy.

- ▶ **About Open Text**

Open Text is an enterprise software company and leader in enterprise content management space and document delivery space. The company's RightFax Edition software is the leading fax server, enterprise fax, and electronic document delivery and reception platform available today. Working through a partner channel, the company brings together leading technologies to help customers move toward a paperless document processing and handling environment.

- ▶ **About Dialogic, Inc. (Brooktrout)**

For over two decades, Dialogic Brooktrout communications solutions have been the undisputed workhorse behind every enterprise fax server system. The latest Dialogic Brooktrout SR140 IP-based software communication layer allows customers to leverage IPT phone systems like Cisco, Avaya, Nortel, Dialogic Media Gateways, and Siemens to lower cost and virtualize their fax platform; at the same time adding real, affordable DR configurations and options.