

How an LTC Pharmacy reduced transcription errors by 80%



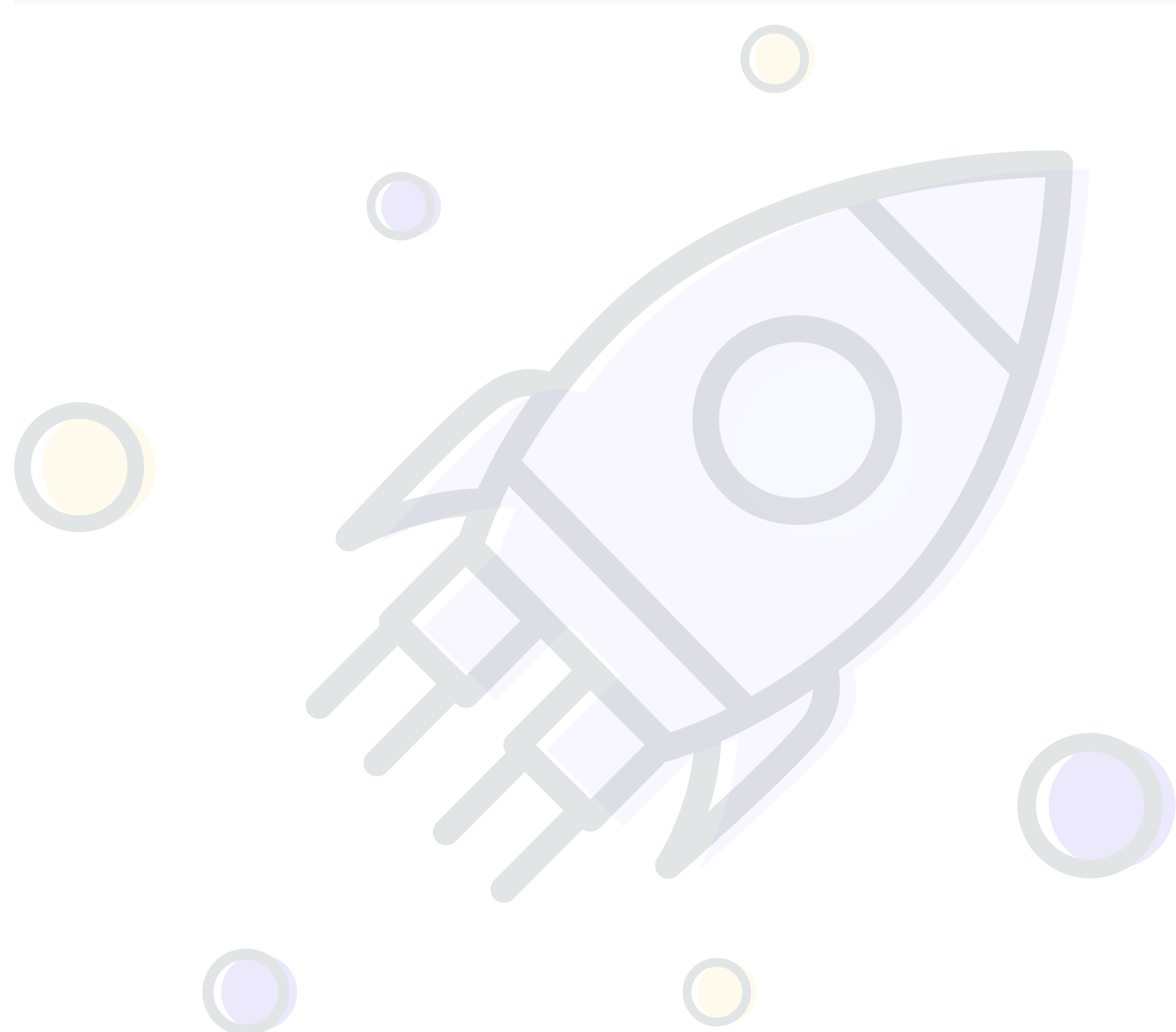
Theorithcare

How an LTC Pharmacy - Silver Fox Pharmacy - Reduced Transcription Errors Significantly?

Due to the increasing number of elderly who may require assistance and coronavirus outbreak, the Canadian long-term care pharmacies are operating at full capacity. LTC pharmacy staff busy in manual workflows take more time to complete a task. LTC pharmacy solutions automate workflows and enable the highest ever productivity with fewer transcription errors.

The Project

Silver Fox Pharmacy, one of our most prominent clients, serving in the Canadian Healthcare industry as long-term care pharmacy, contacted SyS Creations back in 2016. When they contacted us, they had the vision to be a leader in clinical and operational innovation in the long-term care industry. And for that, Silver Fox Pharmacy required a robust IT infrastructure that connects their stakeholders, promotes automation, saves productivity hours, IT costs and minimizes the downtime to provide the best resident care. This is our ongoing project and we are still serving them.



 Industry : Healthcare (Pharmaceutical)

 Location : Ontario, Canada

 Employee : 51-200

 Year : 2016-Ongoing

 Service : Healthcare Technology

Objectives & Problem Statements



01 EMR & PMS Server Setup

Plan and set up the whole IT infrastructure which consists of building data centre, EMR/PMS server, secure networking and hardware devices such as computers, printers, IP phones.

02 Rx Order Automation

Get prescription orders from long-term care homes to the pharmacy order management system, automatically.

03 Cloud Based Fax System

Filter faxes coming from another site or long-term care homes, based on timing, agenda, department or dedicated work personnel.

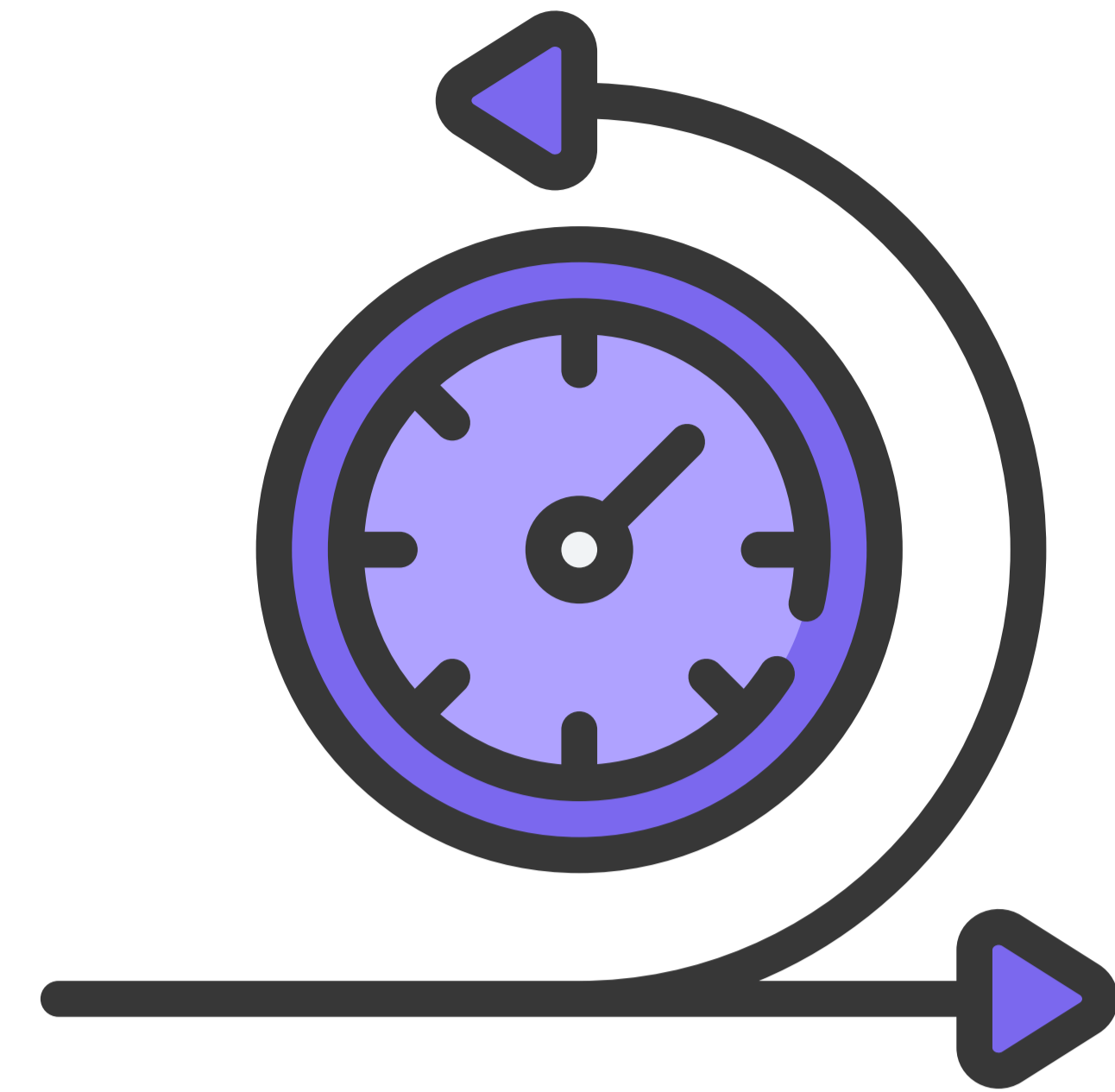
04 Portal Development

Develop a portal for document management, medication incident, audit, reports and long-term care education.

05 99.99% Uptime

Proactive network monitoring and hardware support to minimize the downtime by 99%.

The Action Plan



01 IT Consulting

Our IT consulting service was centred around Silver Fox Pharmacy's future growth model, so they don't need to reinvest on IT infrastructure once they grow in the future.

02 IT Infrastructure

Our data centre design plan included the right placement of servers and other hardware devices such as firewalls, switches, computers, printers in the site.

03 IT Development

We developed a portal for Silver Fox Pharmacy to satisfy more than one purpose: Stakeholders including team members can access necessary forms and perform audits, Stakeholders including team members can access necessary forms and perform audits and team members can generate a comprehensive medication incident report if there is an error caused by healthcare professionals or dispensing machines.

04 IT Support

We formed support teams for network monitoring, hardware and software support. The network monitoring team monitors the networking components like routers, switches, firewalls, and servers for fault & performance. If errors emerge, they act quickly and resolve it. Hardware and software support team always remains on standby to solve any problems Silver Fox Pharmacy encounters in Computer, VoIP, FoIP hardware, software, email.

05 Virtual Healthcare Tool

Our team also utilized the virtual healthcare solution - Writi - in a way that Silver Fox Pharmacy automatically receives the prescription orders on its pharmacy management software from those LTC homes which are using Writi in real-time.

The Outcome



01 Uninterrupted Internet

Team members of Silver Fox Pharmacy have been experiencing uninterrupted Internet and no lag between their sites.

02 Prescription management

They have been getting prescription orders straight into pharmacy management software from LTC homes which are using Writi.

03 Easy fax discovery

For prescription orders which LTC homes send via Fax, the custom FoIP solution has been filtering the prescription orders and routing it according to timing, agenda, site, department, and dedicated personnel.

04 Connectivity

They have been making and receiving calls to and from anywhere in the world. They have also been automatically or manually routing the calls to the concerned person, sitting anywhere in the world using enterprise call technology.

05 Medication incident reporting

From the portal, team members can quickly generate the medication incident report and stakeholders can access important forms.

06 Minimum downtime

Silver Fox Pharmacy has been witnessing minimum downtime as our support teams maintain the IT infrastructure and solve the error quickly if it pops up.