

Technology positions pharmacy to expand for pediatric population

Challenge

Lack of automation at Advanced Pharmacy and Respiratory Care Solutions made it difficult to track prescription and DME orders as well as to navigate the accreditation process.

Solution

After automating supply ordering as a Brightree DME customer, Advanced Pharmacy looked to expand that success with Brightree's integrated pharmacy solution.

When Sam Lee, PharmD, RPh, bought the 26-employee pharmacy and durable medical equipment (DME) company in December 2017, his goal was to grow the pharmacy side of the Laguna Hills, California, business into a specialty pharmacy.

“Brightree has been extremely supportive in helping us achieve our goals. I would definitely rate the whole implementation and support process a 10 out of 10.”

Kristina Ohrberg,
director of billing, Advanced Pharmacy

And that takes added software functionality to mine through a complicated accreditation process.

“Our DME business has always been very steady with a focus on respiratory ventilators for the pediatric population,” explains Kristina Ohrberg, who has served as director of billing at Advanced Pharmacy for the past 11 years. “But with pharmacy, the manufacturers have many more regulatory requirements including

massive amounts of reporting.” energies in other areas to grow the company. “

Other pharmacy challenges stemmed from manual workflows. Prescriptions were faxed, which required inputting all the data from the fax into the system and can lead to input and prescription errors. Lack of automation led to another resource intensive step: the need to call referral sources for missing or unclear information.





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Kristina Ohrberg,
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Perfect 10 in implementation and support

Already a highly satisfied Brightree DME customer with automated supply ordering to make the job of staff far easier, Lee looked to expand that success to pharmacy, and the timing was right as Brightree was rolling out an integrated pharmacy solution.

“The management team and staff have always been very impressed with Brightree’s attentiveness to the business,” states Lee. “And I saw right away how Brightree is always willing to listen to our suggestions and take that input to adapt the software to make it even easier to use.”

Case in point, Ohrberg recalls leaving a single message on Brightree’s online support, Brightree Community, giving ideas for improvements as the organization was working through the process to become a certified specialty pharmacy.

“That’s all it took and Brightree jumped on it,” she says.

Pharmacy solution eases accreditation process

From top to bottom, Advanced Pharmacy Solutions says the Brightree Pharmacy solution has streamlined workflows, saved time for staff and improved their ability to respond to the accreditation process.

Beginning with the core system, Ohrberg is impressed with document management and all the features that are inherent, including reporting to provide a better snapshot of where the business is going and the ability to scan prescriptions directly into the system.

“If I have to file a complaint with the Department of Managed Health Care, for instance, I have to electronically submit proof that I’ve done everything on my end to fight for payment from insurance,” she details. “With Brightree, everything’s scanned into the patient’s account so I can just grab those files and upload them for submission. It’s just fantastic.”

Ohrberg also praises Brightree’s care plans and progress notes, both requirements for accreditation, along with a work list for tracking pharmacy tasks. She has found that the follow up is easier with care plans, especially when it’s a deeply involved therapy.

“The system allows us to better track and keep control so that we know nothing’s falling by the wayside,” explains Ohrberg. “We’re able to plan every step and then have the system prompt us so we’re not forgetting anything.”

Likewise, electronic progress notes make it harder for something to fall through the cracks and easier to keep track of a prescription or DME order. Because the notes are readily available in the system and can also be printed, it’s easier for staff to track interactions with and about patients. And that ability to have paper documentation, adds Ohrberg, keeps Advanced Pharmacy in line with pharmacy accreditation requirements.

“Brightree is a very good platform, and ePrescribe definitely helps our staff do their job. It decreases the risk of data input errors and prescription errors as well as the time it takes to process the prescription.”

Sam Lee
president and CEO,
Advanced Pharmacy



“With these new features in place from Brightree, it’s made a significant difference in how we’re able to respond to the accreditation process and to be compliant in areas that we couldn’t before,” Ohrberg suggests.

ePrescribe innovation results in less errors, faster care

Most significantly for Advanced Pharmacy, Brightree’s ePrescribe solution has upgraded the

prescription process by allowing the pharmacist to receive them electronically versus providers always having to fax them. Providers just click a couple of buttons in their software and it sends a prescription to Advanced Pharmacy.

“Now with ePrescribe, the patient, the doctor and the drug are all already in the system,” Ohrberg points out. “By taking out that work as well as the follow up and need to track down the doctor or

nurse to get details, ePrescribe saves us significant time and accelerates care.”

With no question or dispute about what’s needed or wondering if the right information was secured from the doctor, pharmacists are happy, referral sources are happy and so are the patients. And Lee and Ohrberg are, too, because if the organization gets audited, they have what they need.

Results

Adding the robust pharmacy platform has upgraded the prescription process for Advanced Pharmacy.



Decreased risk of data input and prescription error



Accelerated prescription processing



Eased accreditation compliance

Rewrite your story with Brightree. Visit brightree.com/consult or call 833.916.1554 to schedule your consultation today.