

COMPUTERISATION IN A PHARMACY

Yudi Padmadisastra
Faculty of Pharmacy, Padjadjaran University

Abstract

Pharmacy Software and various interfaces, can offer a wide range of services to the independent and small chain pharmacy. The software can give services such as third party reconciliation, off-site backups, disaster recovery, virtual private networks, hardware support, and email plus website development and hosting.

The software equipped with barcode scanning, pill imaging, prescription verification and checking, plus electronic signature capture increases efficiency and productivity. A pharmacy software called Speed Script can fill more prescriptions faster and more accurately with fewer staff members.

Abstrak

Perangkat lunak untuk apotek serta berbagai peralatannya dapat memberikan berbagai pelayanan yang luas bagi apotik atau jaringan apotek. Perangkat lunak apotek dapat memberikan pelayanan antara lain, penanganan masalah, support perangkat keras, serta mengirim/menerima e-mail serta pengembangan website.

Perangkat lunaknya dilengkapi barcode scanner, pendeteksi merk pill, pemverifikasi dan pengecekan resep, serta pencatatan tandatangan (dokter) yang menambah efisiensi dan produktivitas

Keywords: *Computer, management, Speed Script Software, Prescription Processing & Workflow, Third Party Processing Electronic Signature Capture, Inventory Control, Accounts Receivable, Nursing Home, PK Compounding Interface, Point of Sale, Speed Script Interfaces*

INTRODUCTION

Whether we are opening a new pharmacy, already own an independent retail pharmacy, or are an established small chain, computer pharmacy software is one of the right pharmacy management system available in the market.

Speed Script is one of the example of the complete retail pharmacy system with Point Of Sales (POS) solutions, third party processing, accounts receivables, inventory control with automated ordering, durable medical equipment billing, nursing home software, and a full range of reporting functions. Computer pharmacy software such as Speed Script also offers interfaces to IVR (interactive voice response) systems, robotic dispensing machines, wholesalers' inventory ordering, Medicine On Time, and PK Compounding Software.

METHODS

This study was intended to review a software to be used in a pharmacy. As far as there are busy pharmacy, a pharmacy software will be required. Features of a pharmacy computer will be elaborated by discussing every aspect that might be useful in running a pharmacy.

Prescription Processing & Workflow

Using Refill Queue Manager, pill imaging and barcode technologies, and interfaces to IVR and robotic dispensing machines. One of the example of Pharmacy software is Speed Script's prescription processing software makes our job easier, more efficient and accurate. Speed Script's unique function key user interface allows us to fill prescriptions faster with the touch of a key, and our Bin Management Software allows you to track prescriptions after they have been filled.

We understand that running a pharmacy is hard work. It takes a lot of dedication, energy and time. Since its founding in 1978, Speed Script as one of the software in computerization of pharmacy has been committed to serving clients by providing the best possible pharmacy software solutions, services, and support.

One of the comment given by the user is "When I have twenty to thirty patients in front of me wanting their prescriptions filled, I know that I can get them in and out quickly with Speed Script's simple, fast, and effective prescription filling software."

Refill Queue & Workflow Manager

In this study review will be made by discussing a software for pharmacy (i.e *Speed Script* by Digital Simplistics, Inc.) and it was used as a model to see the ability in term of the usage of a pharmacy computer. The Refill Queue for example manages the refill requests and displays the status of refill authorizations. Refill requests can be entered automatically through an interactive voice response system, reducing your workload. The Refill Queue also provides a quick way of entering a list of prescription numbers when talking to a patient on the phone.

RESULTS AND DISCUSSION

Several features of a computerized pharmacy is followed.

As we enter each number, the drug, patient, doctor, refills remaining, last quantity and date dispensed, as well as current inventory level, will all be displayed.

Seminar Bidang Farmasetika Fakultas Farmasi Unpad 2007

For prescriptions that have expired or have no refills remaining, a fax can be sent automatically to request a new prescription or additional refills. You may also place an order to the wholesaler and enter a pickup time for the patient.

From their workstations, each tech or pharmacist can view the list of prescriptions in the queue by different criteria, such as those waiting to be delivered, mailed, picked up at certain times, and those waiting for refill authorization etc.

One person might be filling prescriptions that are to be delivered that afternoon while another is filling prescriptions due to be picked up tomorrow. The end result is a system that can make you more efficient and effective and able to get more work done with your current staff.

For each prescription entered into the Queue, there is a NOTE field that can be used to record special services or requests by the patient, such as requests for delivery of OTC items or reminders to the tech to call the patient when an order has been filled.

Bin Management and Quality Control

After the prescription is filled, Speed Script software offers several options to check the prescription for accuracy. By scanning the stock bottle NDC and the prescription barcode, we can verify that the prescription has been filled with the correct drug. We can also perform a complete Drug Utilization Review (DUR) for the patient and review any potential drug interactions or drug allergies.

Speed Script can be configured to require that you do a quality assurance step before a prescription is scanned out and given to the patient.

During quality assurance, Speed Script's pill imaging feature will display a color picture of the tablet or capsule with its imprints so you can verify that the correct drug was dispensed.

Reports can be generated to identify prescriptions still remaining in the will call bin so you can call your patients or reverse the prescriptions and return the drugs to stock.

Other Speed Script Prescription Filling Features

We can easily update drugs, inventory levels, doctors and SIGs without ever leaving the filling screens. A special windowing capability provides you with easy access to your drug, SIG and doctor files.

To save time when you fill a script, a default doctor may be assigned to those patients in a nursing home or to ones that limit their visits to a single doctor.

Without filling a prescription, drugs can be checked for interactions, and you can display or print patient education monographs.

Speed Script makes easy work of partial fills by doing all the calculations for us and prorating the price with its special partial-fill pricing feature.

Prescriptions can be assigned an expiration date based on the date written or on a refill expiration date from the physician.

Speed Script stores both tech and pharmacist initials, as well as the date the prescription was written, the drug expiration date and the drug lot number. Speed Script can also store an unlimited number of notes and comments, phone-in authorizations and edited prescription audit logs, as well as prescription transfers notes to and from another pharmacy.

Speed Script stores compounding notes and special instructions for any drug, and these notes can be displayed when a prescription is filled.

Seminar Bidang Farmasetika Fakultas Farmasi Unpad 2007

Speed Script can help you keep track of patients you have counseled by storing consultation notes and by documenting that the patient received consultation. Generic substitutions can be automatically displayed with brand price comparisons and, if needed, a substitution message can easily be chosen and printed on the label.

Conclusion

A pharmacy software can help streamlining the workload in a busy pharmacy by using several modules in a pharmacy computer program. The patient data, drug stock and all business records can be saved for further used.

REFERENCES

1. -----, *Speed script*, a division of Digital Simplistics, Inc
2. Elizabeth A. et al. The role of pharmacy computer systems in preventing medication errors, *Journal of the American Pharmaceutical Association*