

DOSIS® Gets High Marks in ComputerTalk® Article

for the Pharmacist

In the September/October 2010 edition of ComputerTalk, Will Lockwood interviewed several pharmacists to get "A look at what pharmacists are doing to make management and service improvements in their long-term care practices." As part of this article, he interviewed DOSIS customers Catherine Cary and Keith Kittinger, owners of Brema LTC Pharmacy in Richmond, VA. The following is their excerpt from the article. The article can be read in full on www.computertalk.com.

Long-Term Care: Technology That's Driving the Market

Serving patients in long-term care settings makes special demands on a pharmacy. Whether you are running a closed-door operation focused exclusively on LTC or have a retail segment as well, achieving success requires the intelligent and forward-thinking use of technology to support facilities' needs and ensure that patients are receiving timely and accurate care. The tools are varied, and the key is finding the right set to move your LTC efforts out front and help you grow with confidence.

Offering the Right Options

Catherine Cary understands the importance of providing Brema LTC Pharmacy's patients with the packaging they need. For the unskilled group and assisted-living homes that the pharmacy serves, the preferred system is calendar cards. "We'd looked at automation before, but our homes were very accustomed to the calendar card look," says Cary. "We wanted to be able to take advantage of the benefits of automation, without expecting our homes to change systems or lose some of the customization they are accustomed to." There are good reasons for this. For example, Cary notes that group home patients may be out during the day — which means that they need two cards for any medications given during the middle of the day: one for the day program and one to keep at the home facility for weekend doses. While out learning about other technology options, Cary

discovered DOSIS from Manchac Technologies, dispensing automation specifically designed to fill the calendar cards so important to her operations. The results have been impressive, according to Keith Kittinger. "We're filling around 40% of our orders with DOSIS," he says, "which is better than promised."

Moving this workload to automation has been critical, in his view, to maintaining the high level of customer service Brema LTC Pharmacy offers, even in the face of declining reimbursement. "You have to use technology to be able to give that service and be able to grow at the same time," he says.

A strong interface between the QS/I PrimeCare pharmacy management system and DOSIS means that Cary and Kittinger have been able to create rules that assess a prescription's sig in order to determine whether the robot can fill the order or if it needs to be bypassed to the printer for manual fill. Some prescriptions with unusual directions have multiple sigs attached to the order. For example, a patient might take one tablet in the morning and two tablets at bedtime.

"PrimeCare allows us to print split instructions for these prescriptions on our MARs," explains Kittinger. These split instructions also instruct DOSIS to correctly fill the calendar cards with two sets of specific directions for each time of administration.

Brema LTC Pharmacy Richmond, Va.



Catherine Cary,
PharmD.
Owner and
President



Keith
Kittinger, R.Ph.
Owner and
Pharmacy Manager

Three pharmacies, one of which serves LTC, with a focus on assisted living, group homes, and unskilled facilities in the greater Richmond area. Serves over 200 facilities, many of which are very small.



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