



OnBase

a Hyland Software solution

OnBase for Inpatient Pharmacy

Manual inpatient pharmacy processes often delay order fulfillment and may even cause pharmacy order errors. Slow, lost or mishandled prescriptions can jeopardize patient medication safety, exposing patients and healthcare organizations to unnecessary risk. The OnBase document management and workflow solution automates order fulfillment processes to alleviate these potential troubles and speed delivery of medication, ultimately improving patient safety.

In addition, OnBase often complements existing pharmacy information and accounting systems at only a fraction of the price of niche solutions.

ACCELERATE ORDER ENTRY

Many hospitals and health systems use fax machines or bins to submit pharmacy orders, and the paper orders are then manually keyed into pharmacy information systems. Manually keying information has a high potential for error, especially in a situation where time is of the essence and the difference between typing Jon Smith and John Smith can have serious consequences. The paper orders are at risk for loss and damage, and they are time-consuming to retrieve once they have been filed into folders and cabinets.

OnBase automates order entry, accelerating processes. Instead of printing out faxes, they are imported into OnBase and converted to electronic images; or instead of placing the orders in bins, nurses scan them in at their workstations. They are immediately available to pharmacy users, who need only enter a single keyword, such as the patient identification number, and the rest of the information is automatically indexed.

If the orders are later needed for reference, users can quickly retrieve them from within the pharmacy information system with a simple click, or they can search directly from the user-friendly OnBase retrieval window. With greater accessibility, staff spend less time hunting for paper and more time on core job functions.

AUTOMATE ASSIGNMENT WITH WORKFLOW

Once orders are imported and indexed, OnBase Workflow sends them to the appropriate user based on built-in rules, such as location or whether the order is identified as STAT or routine. With robust workflow functionality, OnBase accommodates each healthcare organization's complex business rules and automatically balances workloads.

If one pharmacy site is experiencing particularly high volumes, pharmacists located at other sites or even at home can assist with processing orders. Similarly, the workflow can automatically route any orders submitted after

Benefits of OnBase for Inpatient Pharmacy

- Improves patient care and safety with faster processing and greater access to patient information
- Speeds delivery of medication with automated order entry and assignment
- Complements existing applications, often at only a fraction of the price of niche solutions
- Eliminates time wasted on searching for paper
- Ensures accurate indexing and mitigates risk of manual keying errors with automatic indexing
- Fulfills orders as quickly as possible with workload balancing
- Creates enterprise standard for document management and processes, centralizing information across a healthcare organization

"OnBase gave us the tools to implement a customized pharmacy solution for tens of thousands of dollars less. A consultant reviewed our OnBase workflow versus the more expensive solution we considered and thought our OnBase solution was better."

-Matthew Molise
Senior IT Analyst
Bronson Healthcare Group

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business hours to the main pharmacy instead of a secondary location. Any switch is completely invisible to clinical staff, but ensures that prescriptions are filled in the most timely manner possible.

ENTERPRISE SOLUTION IMPROVES INFORMATION ACCESS

Because OnBase is an enterprise-class solution, it captures information throughout the patient care delivery cycle, giving pharmacies more access to critical patient information. From registration and admission through care and final payment, healthcare organizations create a central repository for all of a patient's information.

Inpatient pharmacy information is not in separate silos, but fully connected to other patient information. Just as pharmacies have more information, so do prescribing doctors who can also view patient information when needed, further improving patient care and safety. With greater access to information and automated processes, pharmacies reduce the risk of medication errors.

With a single instance of OnBase to address multiple clinical and business operations in addition to pharmacies, IT staff do not have to support varying departmental solutions. Standardizing with OnBase for managing documents and processes reduces IT complexity and total cost of ownership, maximizing value and return on investment.

ABOUT HYLAND SOFTWARE HEALTHCARE SOLUTIONS

Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of enterprise content management (ECM) software applications. Deployable as a premises-based solution or via software as a service (SaaS), OnBase is a modular suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management. OnBase Healthcare Solutions enable organizations to run more efficiently by managing content and streamlining workflows across the enterprise with point solutions for revenue cycle management, medical records and back office operations. For more information about OnBase, an AHA-endorsed solution, please contact an Authorized OnBase Solution Provider or visit www.onbase.com.

Sharp HealthCare

Sharp HealthCare (San Diego) is a \$1.8 billion integrated regional healthcare delivery system that includes seven hospitals, two medical groups and a health plan. A modest investment allowed Sharp to extend its enterprise OnBase solution to 30 inpatient pharmacies. Prescriptions are faxed at the nurse's stations to a pharmacy location and converted to digital images that drive automated workflows.

- Speeds fulfillment of inpatient pharmacy orders.
- Ensures that prescriptions are sent to appropriate pharmacists and technicians.
- Reduces resources to file and research orders.
- Automatically redirects orders to another location if one is closed.
- Gives employees access to images of the original prescriptions directly from the pharmacy management application.