

Healthcare



Success Profile

WARREN GENERAL HOSPITAL

Konica Minolta's Dispatcher Phoenix Rx Shield is the Right Prescription for Warren General Hospital's Paper Scripts Dilemma

CHALLENGE: Just looking at a typical paper prescription from a doctor would never give any hints of the challenges that can arise from producing it. Warren General's current prescription printing process includes the use of pre-printed rolls of script paper loaded into and printed from small thermal printer devices. Performance issues with the printers, the cost of the pre-printed paper, and the need for extensive security measures to prevent the theft and subsequent sale on the black market of scripts created challenges for the Warren, Pennsylvania-based hospital. All of these concerns because of an unassuming piece of paper that's about the size of a human hand.

But those are exactly the issues Jeff Geer faced as its senior systems analyst responsible for keeping prescriptions flowing smoothly for patients. The regional hospital is an acute care and emergency



facility with satellite offices that comprise a medical group and employs approximately 1,000 employees. According to Geer, its total printed prescription volume is about 100 per day, including

scripts for controlled substances and those requested by patients who are traveling or don't know which pharmacy they will be using to fill their prescriptions, thus preventing the ability to send the scripts electronically. With the hospital running year-round, its annual prescription volume reaches approximately 36,500 scripts.

Hospitals and clinics are required by the Centers for Medicare and Medicaid Services (CMS) to produce written or printed prescriptions that are copy-resistant and tamper-proof. Purchasing pre-printed prescription forms (costing up to 20 cents per page or more) is an expense that healthcare organizations, already under a tight budget, would rather avoid. Geer began researching alternatives to affordably print secure prescriptions that complied with federal mandates set forth by CMS.

SOLUTION: Geer initially shopped for vendors who sold printers that still used roll paper. But thanks to a great working relationship with Chuck Alessi – his Konica Minolta dealer sales representative from Kubinski Business Systems – the solution to Geer's problem was found within Dispatcher Phoenix®, Konica Minolta's automated workflow software application for document scanning, routing and processing. Alessi informed Geer of a new Dispatcher Phoenix option called Rx Shield, which automatically adds tamper-resistant security features to printed prescriptions, eliminating the need for pre-printed forms. "So when Chuck informed us about Rx Shield and said that it was going to be introduced soon, we held off buying a printer to test it before making any decisions," Geer recalled.

After discussing with Alessi how Rx Shield would work within the Warren General Hospital environment, Geer purchased a demonstration license to run it on its system and began using it to print secure prescriptions from their electronic health record application, Allscripts. The test was a resounding success, and Warren General Hospital purchased licenses to use Dispatcher Phoenix's Rx Shield on six Konica Minolta bizhub® MFPs in July 2015.

"Overall, I've been really impressed with the product offering as well as the support. Dispatcher Phoenix allows you to really custom-configure the workflows to best meet the users' needs. The possibilities with what you can do are endless. I love that. Its versatility and flexibility is very powerful... It's a flow-based process. You can see exactly what the item is going to do as it works its way through the steps and it's very easy to wrap your mind around it."

– Jeff Geer, senior systems analyst



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BENEFITS: Since its implementation, Dispatcher Phoenix's Rx Shield has addressed Warren General Hospital's secure prescription printing challenges, providing these benefits:

- **Cost Savings** – “There’s absolutely a savings for us,” Geer said, noting that the cost of the roll paper is \$100 per roll. “So now we don’t need to use that anymore. We’re just using regular paper,” he said. “Not having to rely on the roll paper saves us time and money and eliminates the security issue for us.”
- **Security** – According to Geer, the street value of the roll paper is about \$500, which is quite a markup from the \$100 price the hospital paid per roll. Without the roll paper, the hospital doesn’t have the burden of securing it from theft and places a major blow to the black market as well as to the ability to obtain prescriptions illegally.
- **Print Production Reliability** – Eliminating the use of roll paper eliminates the need for machines that use it. Just using the highly reliable Konica Minolta bizhubs has significantly decreased down-time and improved productivity.

“Overall, I’ve been really impressed with the product offering as well as the support,” Geer said. “Dispatcher Phoenix allows you to really custom-configure the workflows to best meet the users’ needs. The possibilities with what you can do are endless. I love that. Its versatility and flexibility is very powerful. As an IT person, I can look at our processes and match it to some things we’re doing and even build things that may not have even been suggested by Konica Minolta. So we’ve just been really impressed with it. It’s a flow-based process. You can see exactly what the item is going to do as it works its way through the steps and it’s very easy to wrap your mind around it.”

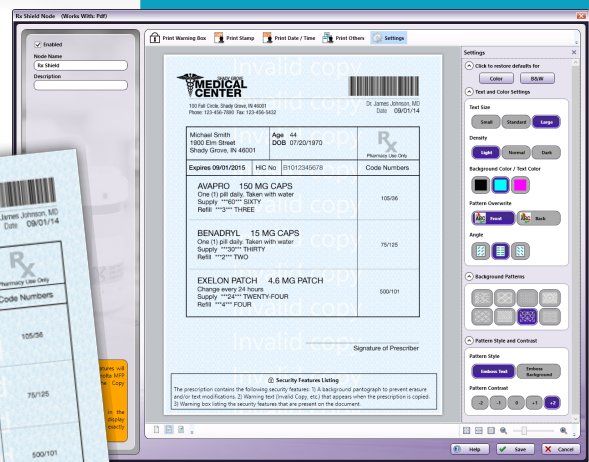
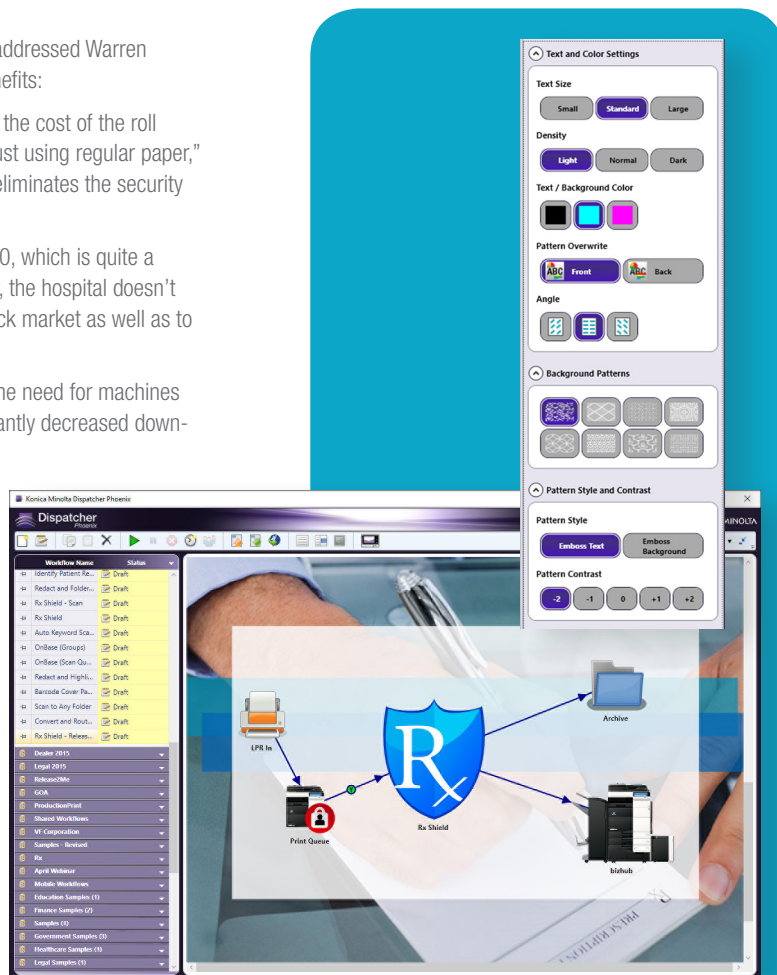
The hospital has also been very impressed with the customer service it received from the dealer and Konica Minolta’s Solutions Engineering Center (SEC) in Windsor, CT.

“The support has been great,” Geer noted. “The techs really know what they’re talking about and they’re really responsive. The service is very personalized and it’s been very helpful as we try to do more with the Dispatcher Phoenix software.”

NEXT STEPS: Geer said that he would eventually like to extend Rx Shield to every MFP throughout the hospital’s network. “Because Dispatcher Phoenix offers a variety of advanced features within a modular architecture, the possibilities are endless.”

SOLUTIONS:

- Dispatcher Phoenix Rx Shield
- Konica Minolta bizhub 224e
- Konica Minolta bizhub 363
- Konica Minolta bizhub 283
- Konica Minolta bizhub 223
- Konica Minolta bizhub 3320
- Konica Minolta bizhub 4700P



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