

## Rx Shield FAQ

Rx Shield is Dispatcher Phoenix's prescription print solution, which allows hospitals, clinics, and other healthcare organizations to print tamper-resistant prescriptions on plain paper. This document contains commonly asked questions about this solution.



### 1 *How can a plain paper prescription print solution benefit my customers in the medical field?*

Healthcare organizations are under increasing pressure to save money while increasing efficiency. With preprinted prescription forms costing as much as \$0.25 per page and taking up valuable storage space, a prescription print solution like Rx Shield can result in a significant cost savings, allowing hospitals to focus on initiatives to improve patient care and clinical outcomes. In addition, the Rx Shield solution eliminates the cost of acquiring printers capable of handling locking trays.

### 2 *What are the federal requirements for secure prescriptions?*

In 2007, the Centers for Medicaid and Medicare Services (CMS) issued a tamper-resistant prescription law designed to prevent unauthorized copying of a completed or blank prescription form. According to CMS mandates, healthcare providers must issue prescriptions that are:

- Copy resistant
- Erasure/modification resistant
- Counterfeit resistant

### 3 *Does Dispatcher Phoenix's Rx Shield feature comply with CMS mandates?*

Yes. Rx Shield conforms with regulations issued by CMS, allowing you to use plain paper to automatically print prescriptions that include the following tamper-resistant features:

- Anti-copy pantograph
- Auto-erasure and modification detection
- Pharmacist notification of security features

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### 4 *What other features does Rx Shield provide?*

Rx Shield also includes the following features:

- Security warning messaging options
- Pantograph background and color options
- Advanced configuration settings
- A PDF Print Driver

### 5 *Is the Rx Shield solution considered copy/ tamper-resistant or copy/tamper-proof?*

Rx Shield-protected prescriptions are copy/ tamper-resistant.

### 6 *What type of Healthcare Systems can Rx Shield work with?*

Rx Shield supports any system that allows for printing prescriptions as PDFs or that can use a Dispatcher Phoenix PDF Print Driver.

### 7 *Can I use Rx Shield with prescriptions being printed from a host-based system (i.e., AS/400, mainframe, UNIX, etc.)?*

Yes, as long as the system is able to provide the prescription in PDF format.

### 8 *How can Dispatcher Phoenix receive prescriptions for printing?*

Dispatcher Phoenix can receive PDF files via the Dispatcher Phoenix PDF Print Driver that comes with the Rx Shield solution. In addition, Dispatcher Phoenix can collect/receive PDF files from local/network folders, LPR print jobs, MFP user boxes, etc.

### 9 *Do I have to use the Dispatcher Phoenix PDF Print Driver that comes with Rx Shield or can I use any PDF Driver?*

Although other PDF Drivers can be used, Konica Minolta has performed extensive testing with the supplied Dispatcher Phoenix PDF Print Driver and recommends its use.

### 10 *How should the prescription data be formatted?*

The prescription information must be provided as a PDF file by the generating system in the correct format (as it should appear when printed). Rx Shield does not manipulate or change the actual data in the prescription.



## 11 Which Konica Minolta MFPs can I use to print Rx Shield prescriptions?

Dispatcher Phoenix's Rx Shield prescription printing works on any Konica Minolta MFP that supports the Copy Protection functionality. For a list of currently supported MFPs, please refer to the Rx Shield Supported MFP List on MyKonicaMinolta.com.



## 12 Is there anything I need to add to the MFP to support Rx Shield functionality (i.e., kits, options, etc.)

No. You only need to ensure that the MFP supports Copy Protection printing. Please note that some configuration within Rx Shield may be required to meet optimum expectations from all MFPs.

## 13 Do I need to submit any information in order to optimize Rx Shield features on an MFP?

Optimization of printing can be done within the Rx Shield User Interface. No additional information needs to be submitted.

## 14 Do Rx Shield's copy/tamper resistant features also work with MFPs from a different manufacturer?

While Konica Minolta's own testing has shown that Rx Shield is an effective copy/tamper-resistant solution on any MFP, due to the vast different MFPs that exist, Konica Minolta cannot guarantee operations with other manufacturers.

## 15 I'm still not sure Rx Shield will work for my customer's situation. How do I get further assistance?

For more information about Rx Shield, contact your local Konica Minolta Solutions Support representative. In addition, you can contact Joe Cisna, Konica Minolta's Healthcare Solutions Manager, as well as submit a Business Needs Analysis (BNA) form to Konica Minolta's Solutions Engineering Center. The BNA can be found on MyKonicaMinolta.com and on the SEC website (sec.kmbs.us)