



Health Spectrum Pharmacy Services succeeds in a fast-growing market with a range of pharmacy management solutions.

Health Spectrum Pharmacy Services is a hospital-based outpatient retail pharmacy with four locations serving Pennsylvania's Allentown and greater Lehigh Valley areas.

The region has seen steady growth in recent years, and Health Spectrum has been able to meet the higher demand for retail pharmacy services with the help of QS/1's comprehensive package of pharmacy management products.

In addition, Health Spectrum provides services to more than 15,000 employees who are insured

through its hospital system — the Lehigh Valley Health Network — for which it also provides services and processes prescriptions.

Tim Lockard, senior systems analyst/programmer for the hospital system, said the pharmacy may only have four locations, but it's operating on the scale of a much larger pharmacy network.

"At one of our locations alone, we fill over 1,000 prescriptions a day," he said. "We have the volume of at least 10 to a dozen (pharmacies) wrapped up into those four locations."

Lehigh Valley Health Network has a hospital-based outpatient retail pharmacy with four locations serving hospital patients and 15,000 employees.



CASE STUDY

Health Spectrum also offers an onsite infusion pharmacy at one of its locations, a home medical equipment (HME) division and is expanding its specialty pharmacy services.

Juggling so many areas — from retail and outpatient to HME and specialty services — would quickly overwhelm most pharmacies, even larger chains, but with QS/1's Pharmacy Management Systems, Lockard says they are able to manage it all, and it works together seamlessly.

A Closer Look at Seamless Integration

To help manage day-to-day operations and stay competitive in the changing marketplace, Health Spectrum uses QS/1's NRx® Pharmacy Management System. In addition, the pharmacy uses QS/1's Point-of-Sale (POS) system, SystemOne® for HME, ShipRx® and Interactive Voice Response (IVR) system, all of which integrate with NRx for a comprehensive approach.

"We've been using QS/1 products for over 30 years now," Lockard said. "It's hard to pinpoint just one aspect of the software that's helped us the most because there's a synergy that happens."

From making sure the proper medications go to the correct patient to improving workflow through automation, Lockard said QS/1's comprehensive software solutions have been a tremendous benefit to the pharmacy's operations.

"The ability to interface with the automation that's out there has greatly enhanced our throughput and the volume that we're able to provide in the same square footage," he said.

IVR

Just for starters, QS/1's IVR in particular has saved Health Spectrum technicians and pharmacy staff members from fielding hundreds of thousands of phone calls, Lockard said.

With IVR, customers can call in refills when it's most convenient for them. The system answers calls quickly and processes refills accurately. For example, the IVR system can automatically check refill limits and send an authorization request to the physician if necessary. And, with the InstantFill® feature, authorized refills are automatically adjudicated and sent to the automated dispensing system and processed.

"At one of our locations alone, we fill over 1,000 prescriptions a day.

– Tim Lockard, Senior Systems Analyst/Programmer



"To know that all this is going on unbeknownst to the pharmacists or technicians, and they're able to do their jobs, which is to provide services for patients in front of them, filling prescriptions or counseling — that's nice," Lockard said.

Health Spectrum also utilizes IVR's modifiable voice scripts. "If it's a holiday, you just click it off in the system and tell it that it's a holiday," Lockard said. "The script changes completely to say that we're closed and that we'll be open at this time on this particular day. So that's wonderful having that component built right in."

QS/1's IVR also offers outbound messaging capabilities such as the ability to notify customers when prescriptions are ready — something Health Spectrum is looking to take advantage of in the near future.

"It's something we're actually looking forward to, not just for compliancy sake, which obviously is fantastic in the adherence scope, but also it's another service that we can provide," he said.

In addition, Health Spectrum has made forays into the digital space, utilizing QS/1 products to help manage and fill prescriptions online and has plans to roll out QS/1's mobile app, mobileRx®, as well.

Adherence and Synchronization

Another project Health Spectrum will embark on — with the help of QS/1's Pharmacy Management System and IVR — is expanding its prescription synchronization program with the goal of improving adherence.

At the moment, the pharmacy is monitoring synchronization manually, but Lockard hopes to soon be using IVR's outbound notifications to automate the process and remind patients that their medications are ready.

"There's definitely value added there," Lockard said. "Especially since we also offer a convenience shipping ability within the system for our own employees and all the other patients that come to Health Spectrum Pharmacy."

Health Spectrum Pharmacy Services has been using QS/1 products for more than 30 years.





ShipRx

With ShipRx, Health Spectrum can offer customers and employees the convenience of shipping prescriptions to their preferred locations. ShipRx can efficiently manage multiple addresses and credit/debit card information.

"It's nice because we can store all those different addresses, so when we need to ship, it can easily be handled through the system." Without it, Lockard said, they would have had only one of the customer's addresses available.

Lockard went on to add that Health Spectrum used that same convenience shipping solution for "tens of thousands of different prescriptions" — all using ShipRx. "Overall it's been a success," he said.

SystemOne and POS

Lockard pointed to SystemOne as another example of QS/1's products working together seamlessly.

"We're able to not just fill a bandage or provide a bandage to someone, but have the ability to put an entire package together of all their needs and have it all ring up as one transaction and tie directly into the pharmacy and POS systems."

Whether it's processing an itemized invoice or a simple cash and carry transaction, everything is just a few clicks away with SystemOne, Lockard said.

"I can't think of anything that it can't do," he said. "It's as robust and fulfilling as you need it to be."

And speaking of POS, Lockard said the system's ability to track inventory at the register has been a tremendous boon to the pharmacy's efficiency and improving its bottom line. Another plus: transactions made using signature pads where customers simply swipe their credit or debit cards at checkout, which also tie in to the POS system, offers greater convenience.

"(It) has probably been one of the best add-ons that we've added over the years since I've been there, short of just the IVR system," he said.

Lockard still fondly remembers the old-fashioned registers he used as a teenager, but today's changing pharmacy marketplace requires robust technology, he said, not only to keep up with the day-to-day demands of checking out customers but keeping track and expertly managing one's inventory.

"So the beauty of QS/1's POS to me, is the fact that it allows you to know exactly what it was that you sold so you can control your inventory and inventory flow a whole lot better and know exactly where your better volume sales are versus the slower ones without having to go walk around your entire store."

Host-Remote

When it comes to sharing and managing data across multiple locations, Health Spectrum is able to do so with ease through QS/1's Host-Remote configuration.

Just one of several system configurations QS/1 offers, Host-Remote allows businesses to manage up to 10 locations from just one server. With this configuration, Health Spectrum can run all of its pharmacy sites off one secure server, greatly simplifying IT responsibilities.

This simplifies routine maintenance, such as updates and troubleshooting of software as well as accessing

clinical files, pricing structure, virus protection and data backups, Lockard explained.

"Host-Remote is a solid, low-maintenance solution that reduces costs and simplifies communication," he said.

He went on to say that he, personally, enjoys the simplicity of the setup since he only has a single point of contact.

"I only have to interact with the one main server and everything is fed off of that," he said. "You can't tell that one site is 20 miles away from another site because of the connectivity that we have between them. It's as if they're sitting right next to each other. So for me, it's one update and it's done. It's one clinical update and it's done. It's one prescriber file. It's one inventory file."

"QS/1 – a Phenomenal Partner"

For Health Spectrum Pharmacy Services, QS/1's family of pharmacy management solutions has meant greater efficiency, improved customer service and better health outcomes for patients. But it's also allowed them to stay on top of the demands of a fast-growing community as well as the vast interworking of a hospital network.

"I would highly recommend QS/1 software," he said. "There is no pharmacy too small for QS/1. And, at 15,000 employees, it handles our needs just fine. The scalability is phenomenal."

Lockard added the service and personalized attention his pharmacy receives has also been instrumental to Health Spectrum's success.

"In the 10 plus years of my interaction with QS/1, they've been very upstanding," he said. "They've been a phenomenal company to work with. The people that I've dealt with have always taken care of my needs even in the wee hours of the morning without question, without any kind of push back and I've gotten to know many of them even on a personal level."

"Our regional QS/1 Office is in Mechanicsburg, PA, which is about an hour away from our location," he said. "Any time I pick up the phone and call them, they're usually here within two hours with whatever piece of hardware or whatever assistance that I need."

Lockard recalls one incident in particular in which a server glitch at the pharmacy accidentally reformatted the pharmacy's main hard drive causing a massive loss of data. But with the help of QS/1, the pharmacy was able to get back up and running — and all in the span of one day.

"The fact that they stopped everything, came out and helped us get everything completely set up and turned around was invaluable to us," he said. "That was tried and true."



About Health Spectrum Pharmacy Services

- Part of Lehigh Valley Health Network
- Four-location outpatient retail pharmacy processing over 1,000 prescriptions per day
- Network of 15,000 employees

QS/1 PRODUCTS:

- NRx Pharmacy Management System
- SystemOne HME Management System
- ShipRx
- IVR
- POS

Tim Lockard –
Senior Systems Analyst/
Programmer

**Lehigh Valley Health
Network, Allentown, PA**

