



Highlights:

- Tools automate prescription and discharge administrative tasks so doctors can devote more time to patient care
 - In a hectic environment, touchscreen interface with big buttons and easy workflow give doctors peace of mind through a fast, accurate and easy-to-use platform.
 - Qualifies for 'meaningful use' under ARRA guidelines by earning Ambulatory and Inpatient Modular EHR Certification
 - After-care doctors are sent patient referral details electronically, which results in safer treatments and fewer call-backs to the referring Emergency Room
 - Flexible, low cost suite of tools that are scalable to hospital demand and configurable to physicians' workflow
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ScriptRx and IBM: giving clinicians more time to care

Automating repetitive prescription writing and discharge procedures minimizes paperwork and maximizes patient care time

Emergency departments and ambulatory care walk-in centers are, by their very nature, fast-paced environments where time is of the essence for healthcare professionals. Once a patient has been treated, every minute spent on paperwork delays the treatment given to the next patient.

As with all hospital departments, emergency departments are seeking to become more efficient, both in time and cost, through the strategic use of IT. However, with emergency rooms, the pressure on time is far more severe, so doctors are constantly seeking more efficient means by which they can safely discharge patients as quickly as possible.

Solution overview

Responding to doctors' desire to speed up emergency room prescription writing, discharge instruction creation, and follow-up physician referrals, without compromising safety, ScriptRx and IBM have partnered to offer doctors the speed and convenience of a suite of touchscreen patient discharge tools that run on the IBM AnyPlace® Kiosk platform.

The ScriptRx system eliminates the need for doctors to hand-write prescriptions and discharge notes, freeing healthcare professionals to spend more time delivering face-to-face patient care. Operating the system is simple. Secure access through a biometric fingerprint scanner and operation via intuitive touch-friendly screens make for a system that is easy to learn and, once they have used it, physicians come to rely on.



The ScriptRx system is offered through three packages

- **ScriptRx Discharge** automates and accelerates the discharge process by giving patients details of their diagnoses and specific treatment advice for addressing them. These detailed discharge instructions can be accessed and printed at the touch of a button. Having an explanatory printout, including next-step treatment guidelines, can not only give patients confidence and peace of mind, but also save subsequent inquiries to the emergency room from concerned patients or doctors involved in their aftercare.
- **ScriptRx Writer** automates the creation of clear prescriptions that can either be printed on secure paper on a thermal printer, or transmitted electronically (e-prescribed) to a pharmacy of the patient's choosing. Patients can also be given a printout of what medicines they are being given, along with dosage guidelines. This printout is extremely useful to patients, who can otherwise easily forget what they have been told in the hustle and bustle of the healthcare environment. It is also a useful double check for pharmacists to ensure the right person gets the correct medication.
- **ScriptRx EMR** provides a complete charting solution from registration to discharge. Incorporating ScriptRx Discharge and Writer, ScriptRx EMR utilizes the same easy, efficient touchscreen user interface for quick navigation. Fully customizable, ScriptRx EMR readily adapts to match facilities' existing workflows, making the system easy to learn and use, while facilitating collaboration between healthcare professionals for improved patient care. Rather than overwhelming users with too much data, ScriptRx EMR intelligently feeds team members the pertinent information they need, when they need it.

“Our mission is to create software solutions with the clinician and patient in mind, always trying to drive efficiencies in the walk-in ambulatory care environment. For us, the real power of partnering with IBM is the credibility, as well as the flexibility and scalability, that a world leader in IT hardware, consulting and integration brings.”

—Timothy G. Coffield, President and CEO, ScriptRx

ScriptRx benefits: automation and convenience with added safety

The ScriptRx tools provided in partnership with IBM facilitate processes that doctors have always found laborious and that detract from the valuable time they would otherwise spend providing face-to-face care.

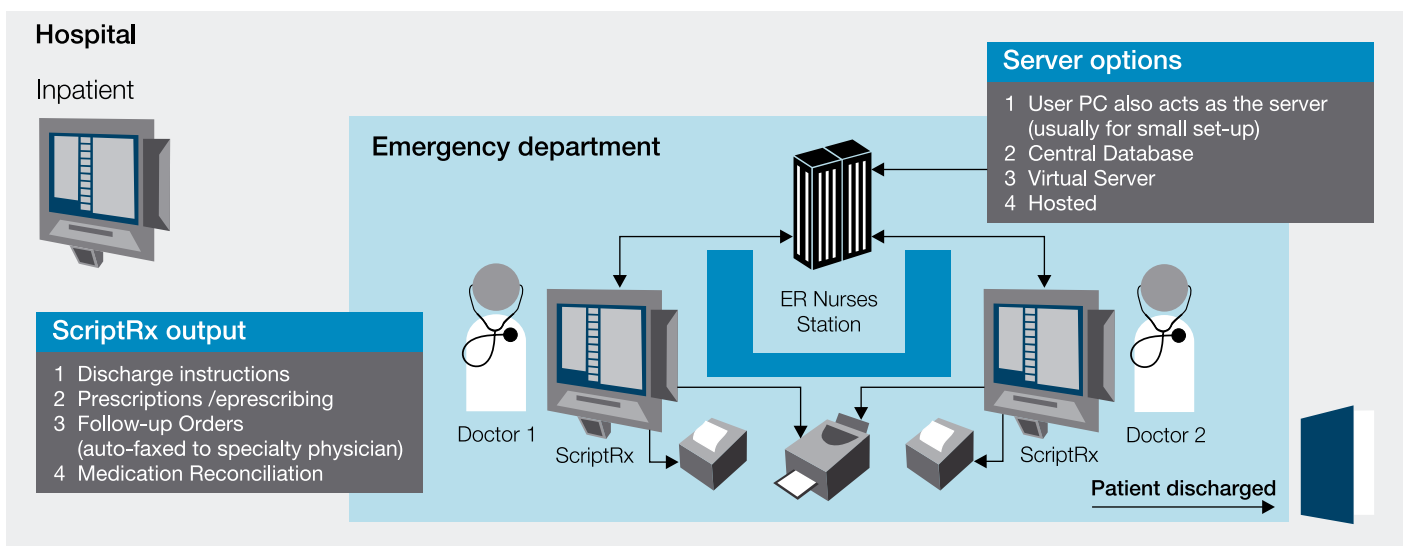
Speeding up the discharge process doesn't mean compromising safety – quite the reverse. For example, ScriptRx's allergy and medication interaction checking functionality ensures that physicians can prescribe with confidence, knowing that they will be prompted to avoid certain medications (with user-definable levels of alerts) based on patient allergies and home medications.

Key benefits for doctors, hospitals and patients include:

- **Meaningful use:** ScriptRx received the federal government's “meaningful use” stamp of approval by earning Ambulatory and Inpatient Modular EHR Certification
- **Convenient pharmacy selection:** ScriptRx Writer lets patients have their prescriptions electronically sent (e-prescribed) to the pharmacy whose location (based on zip code) is most convenient for the patient, such as one near the medical facility or close to the patient's home or work. Patient preferences for particular pharmacy chains can also be accommodated; the emphasis is on patient convenience and satisfaction.
- **Recommendations:** ScriptRx Writer allows multiple, fully customizable formularies to save doctors from having to type in or search for medicine names. These are only suggestions, however; the final decision is always left up to the doctor. ScriptRx Discharge also offers over 800 discharge instructions specifically written for emergency medicine. These can be edited as necessary and even saved as personal “favorites” by individual clinicians.
- **Controlled drugs:** ScriptRx is flexible enough to accommodate each state's laws relating to the prescribing of controlled substances.
- **Autofax summary:** With ScriptRx Discharge a patient being sent to a specialist for subsequent treatment will have the details of why they attended the medical facility, what treatments they were given, and resulting prescriptions faxed to that doctor's office. This not only improves safety, by giving the follow-up physician a printed record of the initial encounter, it also drastically cuts down on the number of query calls from doctors seeking information on patients who have been referred to them.

- **Written confirmation:** remembering spoken advice can be difficult for patients, particularly if they have suffered a trauma. So, ScriptRx provides each patient a printed Discharge Summary that re-iterates the medical advice they were given at the facility and details any medications prescribed or follow-up arranged.
- **Patient care content:** instructions are based on episodic care best practices and are written in such a way as to ensure they are easy to understand and act upon. Pharmaceutical updates are provided through a partnership with Wolters Kluwer Health and its MediSpan database.
- **Multilingual:** it is vitally important that patients go home with instructions they understand. All discharge instructions are available in English and Spanish, with smaller subsets available in other languages.
- **Accommodate user preferences with ‘favorites’:** ScriptRx allows physicians to set up ‘favorite’ default prescriptions and discharge instructions for particular conditions so they can be accessed by one touch of the screen, greatly speeding up the discharge process. At a higher level, supervisors can make global changes for all users through a Systems Admin Console.
- **Time saving:** large buttons and intuitive navigation means doctors can use ScriptRx tools to discharge a patient, with a printout of medical advice and a prescription, usually within a minute. Using conventional “pen and paper” the process could take as long as ten minutes. This has major productivity implications and allows doctors to concentrate on providing the care they are trained to provide, not the repetitious administrative tasks that can slow things down.
- **Easy to install:** basic technical requirements make ScriptRx solutions easy to install. The system can be set up remotely in just hours and because it is so intuitive, users and administrators can be trained, and then train others, in just hours.
- **Space saving:** emergency departments are busy places where space, as well as time, is of the essence. The IBM AnyPlace Kiosk platform provides a neat, compact way to fit a powerful suite of tools in a small space.
- **Forget the paper chase:** The ScriptRx tools take the prescription pad out of the Emergency Department, as well as other inpatient areas throughout the hospital, such as Telemetry and Ambulatory Surgery.
- **Permanent records:** ScriptRx tools make available a permanent record for and can easily be interconnected to a facility’s electronic health record system
- **Smarter Planet:** As outlined by IBM’s Smarter Planet™ vision, ScriptRx tools capture real-time valuable health information and allow it to be shared with patients and specialists, with the added options of analyzing data, providing scheduling, and verifying insurance
- **Executive gains:** Emergency Room directors and practice managers benefit from lower average visiting times (throughput), IT directors benefit from manageable technical requirements, easy installation and a dedicated support team. Medical Directors and hospital administrators benefit from meaningful use, national e-prescribing certification and easy-to-make global system changes

Schematic of Typical 2 Workstation Set-up in an ER



ScriptRx and IBM: a closer look

The partnership brings together a leader in healthcare software applications and a global leader in IT integration and hardware. ScriptRx is validated as part of the IBM Healthcare Integration Framework (HIF), giving its customers access to world-class software, hardware and services. The ScriptRx system is based on the IBM AnyPlace Kiosk platform, which is scalable to allow the same service to run on as many kiosks as the hospital, urgent care or walk-in center requires.

This need for flexibility and scalability is the reason why the IBM WebSphere® Application Server is used for the service. It is used across the world to serve professionals with fast access to tools because of its robust and efficient operation and the ease at which new terminals, or kiosks in this case, can be added to the network for scalability.

With any health application, security is understandably of the highest priority, so IBM DB2® database technology is deployed to store patient details safely. Crucially, the DB2 database is renowned for its efficient operation. This empowers hospital administrators to automate an otherwise time-consuming process without compromising on safety at the same time as making best use of IT budgets.

In summary

Affordable, scalable and infinitely configurable, ScriptRx tools are currently installed in hundreds of hospital emergency departments, urgent care and walk-in ambulatory care centers throughout the United States

- IBM WebSphere server environment and DB2 database offer a low cost, efficient service which is flexible and scalable to a hospital's future requirements
- IBM AnyPlace Kiosk offers a quick, secure and easy-to-use touchscreen interface with the added security of biometric ID verification to ensure only appropriate access is granted
- ScriptRx has a deep understanding of the unique needs of the emergency and ambulatory care market.

For more information

To learn more about IBM in healthcare, contact your IBM sales rep or visit:

ibm.com/software/industry/healthcare

To learn more about ScriptRx, please visit:

www.scriptrx.com



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