ServerLogic
Customer Case Study

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Payless Drug
Web-based Medical Records Management System

Overview

Solution: Payless Drug Online
MAR System
Industry: Pharmaceutical
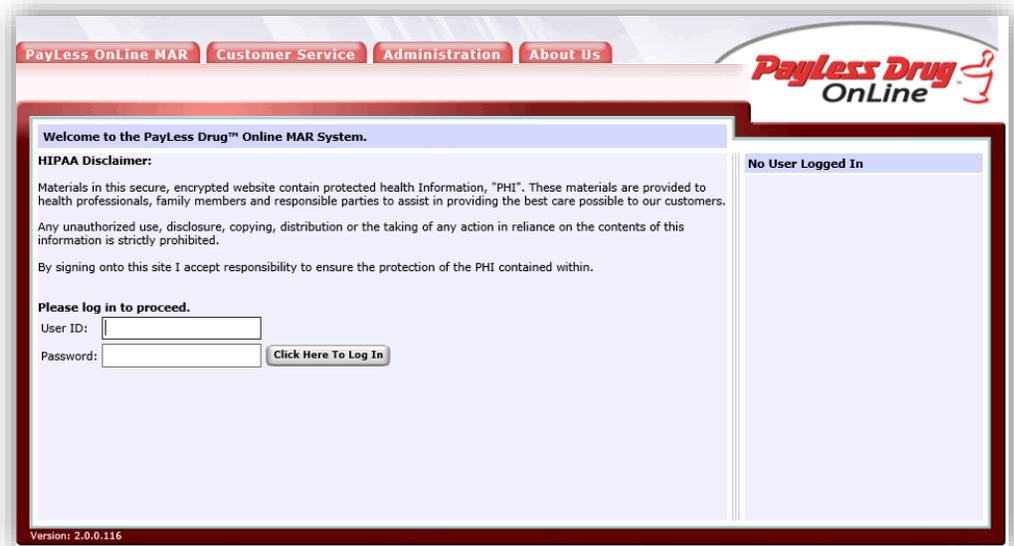**Customer:** Payless Drug

Customer Profile

PayLess Drug is a leading long term care pharmacy in the Northwest, offering customized pharmacy services to skilled nursing, assisted living and other healthcare facilities. With pharmacies located in Portland, OR, Everett and Spokane, WA, PayLess Drug is able to offer services throughout Oregon, Washington, Montana and Idaho.

Business Challenge

PayLess Drug distributes pharmaceuticals to independent healthcare facilities throughout the Northwest. They needed a system that would allow independent healthcare facilities to run patient reports, order medication refills, return unused medication and track their costs.

Solution

ServerLogic developed PayLess MedCheck, a custom, data-driven web application. Each day the application receives encrypted medical data, decrypts it, and imports it into secure databases. Data integrity is checked and alerts are emailed to report any problems.

PayLess Drug engaged ServerLogic's custom software development team to help them develop an online system to replace their paper-based system for delivering Medical Administration Records (MAR's) to health care facilities with a Web based solution to increase delivery speed and customer satisfaction while lowering operating costs.

Technologies:
- Automated FTP Transmission
- Cascading Style Sheets
- Dedicated Secure Servers
- JavaScript
- Microsoft ASP.NET
- Microsoft SQL Server 2000

Solution Overview

The solution was a near-real-time, web-based MAR (Medical Administration Records) portal that could integrate with their legacy pharmacy software through a data staging system.

The legacy pharmacy software provided a rudimentary ODBC driver for running reports. Our plan was to query the data using this ODBC driver and store it in a normalized, optimized Microsoft SQL Server database for use by the Online MAR System. It was decided that refreshing the data in the online database every 5 minutes would be sufficient to meet the users' requirements.

To accomplish this, SSIS packages were created to extract the date into the online repository database for use by the MAR portal.

With accurate, near-real-time data at their fingertips, pharmacists working in healthcare facilities across the Northwest could use the PayLess Online MAR system to print medical administration records, log medication changes and order medication refills. Additionally, healthcare facility administrators can use the online MAR System to create pricing worksheets to calculate medication costs for new patients.

Features

HIPAA Compliance
In order to be HIPAA compliant, the PayLess Online MAR system uses encrypted VPN between the data repository and the legacy pharmacy management software. Between the independent healthcare facility and the Online MAR system is an encrypted SSL connection. Additionally, the Microsoft SQL Server database runs on a hardened private network

MAR Printing
The Medical Administration Record is the core feature of the Online MAR system. If there is an error or an adjustment to be made for a patient, the healthcare facility pharmacist can immediately reprint an updated MAR, instead of waiting for the updates to be mailed. The MAR administration form in customizable by facility, enabling some facilities to run in landscape, while others in portrait mode.

Online Message Center
Rather than sending medicinal information insecurely over email, the Online MAR System has a built-in message center. When a message needs to be sent to a PayLess Online MAR user, it is stored in this message center. A notification to check their message queue is then emailed to the user.

Secured Document Library
PayLess Drug maintains documents related to each health care facility. As documents are added to PayLess Drug's corporate document management system, they are automatically listed in the related facility's document library. This provides immediate access and eliminates duplicate and inaccurate documents.

Pricing
One of the difficult tasks for independent healthcare facilities is determining how much a new patient's drug therapy will cost. A pricing module was created to provide this capability. As new patients are considered, the facility administrator can create a drug pricing worksheet, which enables the administrator to calculate the true cost of service based on current medication prices and provide a more accurate estimate to their customers.

Benefits

Some of the benefits realized from implementing the MAR system include:

- Near real-time access to critical data increased performance and customer satisfaction
- Electronic reordering and returns processing and online access to pharmacist and nursing consulting reports led to increased efficiencies and lowered costs
- More accurate tracking of costs decreased excess inventory, increasing profitability
- Immediate access to electronic drug information (warnings, updates, etc.) reduced potential medication problems

Technical Platform
- Microsoft .NET Framework 3.5
- ASP/C#.NET
- Microsoft SQL Server 2007
- Microsoft SQL Server Integration Services
- Linked Servers
- Encrypted VPN and SSL technology

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