

# Pharmacy Order Manager Solution

Business Information  
Solutions

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Are you able to automatically  
prioritize pharmacy orders by status?

Are caregivers able to track orders  
from when they are sent until  
medication is dispensed?

Ricoh introduces an automated  
solution to streamline medication  
ordering in acute care facilities.

## Faster, safer medication ordering

Hospital pharmacies can be chaotic. Every order for every patient must be certified for accuracy — any mistake can be costly. As many as 25% of general medicine admissions and 12% of visits by adults to the emergency department in Canada are directly related to adverse drug events, of which 70% are deemed preventable<sup>1</sup>. A significant number of these events can be eliminated by minimizing error-prone manual processes.

Most pharmaceutical orders are handwritten and signed at nursing stations. Orders are faxed, sent by pressurized tube, or delivered to the pharmacy where they will be stacked and then entered into the order entry system.

The system can be flawed. Delivery could be interrupted by machine malfunction or human error. There is no easy tracking mechanism to check the progress of each order. There is no priority system — essentially, it's first come, first served. In addition, paper files are typically stored where pharmacists have limited access.

RICOH® Pharmacy Order Manager Solution automates submission and tracking of medication orders. Users can dispense medicine faster, help drive down healthcare costs, and enhance patient care in acute care facilities.

# Pharmacy Order Manager Solution

## Automate processes to streamline workflow

Ricoh Pharmacy Order Manager Solution uses DocuScripts software and multifunction products (MFPs) to send physicians' hardcopy prescription orders directly to the pharmacy in an electronic format. The solution integrates with existing hospital workflows to give doctors, nurses, and pharmacists more control over medication ordering and tracking processes.

Handwritten orders can be scanned, or prescriptions can be captured directly from the hospital's CPOE station. Each order includes the priority status of the prescription. Pharmacists can review orders via the easy-to-use DocuScripts interface and dispense medication based on priority. The system even alerts pharmacists if high-priority prescriptions are late.

This digital approval significantly reduces the amount of time between when a pharmacy order is placed and when it is administered.

## Collaborate to improve outcomes

This innovative solution also improves collaboration. For example, users can share private prescription-related messages to minimize miscommunications, errors, and processing delays.

Every order is archived electronically for fast, easy retrieval. Doctors, nurses, and pharmacists can use the client interface to

track the location and status of orders as they move through the pharmacy. The intuitive reporting module provides real-time access to metrics and customizable reports, so users can identify workflow bottlenecks, manage pharmacy tasks more efficiently, and communicate easily to ensure the right patients have the right medications.

## High-quality, low-risk patient care

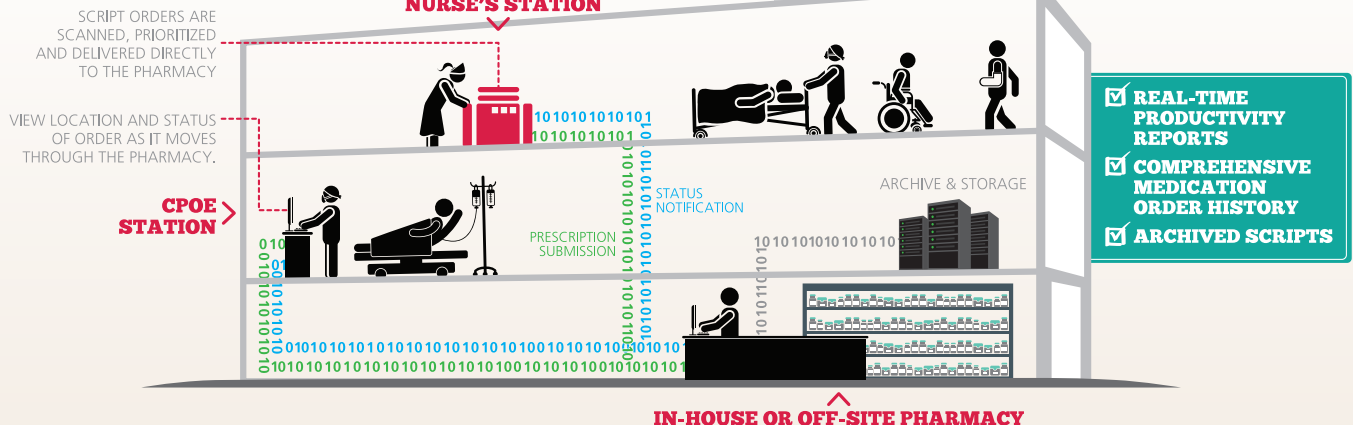
Healthcare professionals strive to improve patient care quality while mitigating risk. Ricoh Pharmacy Order Manager Solution automates workflows to enhance protection for patients and staff. The secure digital capture of medication orders provides a clear, accessible audit trail to support regulatory compliance and patient confidentiality. Every order can be easily monitored — tracking individual users, medications and communications — to help ensure accurate processing.

Automation simplifies workflows. Users follow standardized, step-by-step procedures for dispensing medications, with built-in safeguards to protect against manual errors. Ricoh Pharmacy Order Manager Solution is a convenient, intuitive solution that can help improve productivity and quality of care with less risk and fewer costs.

## AN ACUTE CARE FACILITY SOLUTION

that enables authorized caregivers and pharmacists to automate medication ordering, processing, and tracking

- Works in place of, or supplements, an existing CPOE system
- Improves communication and collaboration between the caregiver and the pharmacist on order priority and status
- Significantly reduces the time between when an order is placed and when it is administered
- Provides organization with audit trails and deficiency analyses



Ricoh Pharmacy Order Manager Solution automates medication ordering and tracking to help ensure patients receive the right medicine at the right time.

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