



CASE STUDY: Luminis Health - Doctors Community Medical Center

Like many healthcare providers, Doctors Community Medical Center (DCMC) relies on prescription pads to ensure their patients receive the proper care and medication during their stay and after being discharged. However, increased costs and significant security risks to the hospital are present when using prescription pads.

At DCMC, Web Support Specialist Keith Mitchell recognized the risk for fraud, theft, and loss created by the use of prescription pads. Keeping the pads secure was a key concern, especially in the ER, and there wasn't an efficient way to keep track of them. Prescription pads have been found on desks and counters, peeking out of a doctor's lab coat hanging off the back of a chair, and sometimes left behind in a patient's room. An unauthorized person could too easily walk off with a prescription pad without the hospital realizing it.

Prescriptions written on pads cause other issues as well. Sometimes handwritten prescriptions are illegible due to doctors' less-than-perfect handwriting. Plus, fraudsters can easily alter a prescription to have seven or nine refills instead of just one. Illegible prescriptions can lead to fatal consequences — a July 2006 report from the National Academies of Science's Institute of Medicine (IOM) found that as many as 7,000 people die every year due to hard-to-read prescriptions. Prescription pads have the hospital's information at the top, so any time these pads are stolen or used fraudulently, an investigation is going to lead directly back to the hospital. This makes the institution liable for fines, legal judgments, suspension/revocation of licenses, increased insurance costs, and a tarnished reputation.

Industry: Healthcare

Challenge: Prescription pads can be expensive, difficult to secure, easy to tamper with, and challenging to read.

Solutions:

TroyRx

PaperCut

HP Multi-functional Devices

THE SOLUTION

When Lisa Scholl from Centric Business Systems first met with Luminis, she knew exactly how to solve their problem. She explained that the best way to mitigate the risk created by prescription pads was to replace them with something more secure. Lisa suggested DCMC use their existing HP printers, ordinary office paper, and TroyRx's cloud-based plain paper prescription printing solution..

Instead of writing prescriptions using pads, doctors can create digital prescriptions using their EHR/EMR platform and print them on ordinary office paper using TroyRx and HP printers. Prescriptions printed through TroyRx are compliant with all state and federal government regulations are protected by tamper-resistant features on prescription pads including anti-alteration watermarks, copy-preventative security, MicroPrinting, and warning boxes. Digital anti-fraud security further protects against counterfeiting including authentication barcode & portal, repeating data watermarks, Print Trace, and encoded serialization. All prescription print jobs are tracked so the hospital can maintain a complete audit trail of who printed which prescription, when, and to which device.

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Initially, Luminis had some reservations about TroyRx. In addition to the usual cost concerns, DCMC was not sold on the fact that a copier and ordinary office paper were more secure than prescription pads — they were worried that the prescriptions would get mixed in with the rest of their print jobs, or that unretrieved prescriptions would be left in the output tray where anyone could take them.

But as Centric met with DCMC for more consultations, Lisa was able to address all of their concerns. TroyRx only costs a few cents per print and eliminates a lot of costs, like the need to stock costly prescription pads or purchase locking trays. Lisa told Doctors what she tells everyone: "The cost of the solution is far less expensive than the potential fines." And since the solution is hosted in the cloud and TroyRx and Centric Business Systems would work with Doctors to deploy it, it wouldn't place a large burden on the IT department. They could even set it up to print only to specific, dedicated prescription printers so they wouldn't get mixed in with other print jobs. Centric also explained that the solution supported over 15 CMS-compliant security features, so DCMC wouldn't have to worry about people copying or altering prescriptions.

With their concerns addressed and given the huge amount of risk they were already dealing with, DCMC decided to try the solution in their ER. "Our ER was the most impacted by the hospital's prescription pad problem. If it could work in the ER, then it could work anywhere," said Mitchell. Initially, DCMC deployed the solution on five devices in their ER.

It didn't take long for the solution to catch on. As other departments in the hospital learned about the TroyRx solution, they wanted to deploy it too. What started with five printers in the ER has expanded into more than 40 devices throughout several departments spread out across the hospital.

Mitchell said that the folks from Centric Business Systems and TroyRx were very helpful during the implementation phase. They deployed the solution so that prescriptions could only be printed at dedicated devices based on their IP addresses, ensuring that prescriptions didn't get mixed in with other jobs.

By using TroyRx to print prescriptions on ordinary office paper, Doctors realized immediate cost savings since they no longer had to keep a stock of costly prescription pads at all times.



"The appeal of Centric isn't necessarily the brands they sell - it's the outstanding service they provide." - Keith Mitchell

Ultimately, those savings were miniscule compared to the risk mitigation benefit. By eliminating prescription pads and tracking all prescription print activity, the hospital doesn't have to worry about problems related to stolen, fraudulent or badly written prescriptions.

The relationship between Centric Business Systems and DCMC continues to get stronger since making their prescriptions more secure with plain paper prescription printing. Centric proudly serves as DCMC's managed print services (MPS) provider. They've outfitted the hospital with PaperCut to also secure their print fleet, track usage, and reduce print costs. With PaperCut, DCMC has complete control over which users can access which printers and what features are available to them when they are at the machine. This prevents unauthorized usage of devices and eliminates employees from using costly print settings (like simplex or full-color modes). The solution can monitor and invoice for all print activity across the entire hospital and enforce quotas to prevent print costs from running out of control. PaperCut also secures the print environment. The solution supports pull printing functionality, which ensures that healthcare professionals at Doctors are present at the device when they release the job, preventing waste and protecting sensitive information from slipping into the wrong hands. This is very helpful in ensuring that healthcare providers comply with HIPAA regulations. Centric Business Systems was able to cut Doctors print costs by 33% since taking over their MPS contract and deploying PaperCut.

Mitchell couldn't be happier with his relationship with Centric Business Systems, noting that his sales rep is proactive and is always there to answer Mitchell's questions. "Some people are attracted to brands," said Mitchell. "The appeal of Centric isn't necessarily the brands they sell - it's the outstanding service they provide."

For more information on Centric's offerings or schedule a complimentary workflow analysis, visit www.centricbiz.com or call (877) 902-3301.