

Store Workflow

QS/1[®]'s Store Workflow Module helps pharmacies break down the prescription filling process to maximize available resources and improve efficiency and productivity. With only a few keystrokes, users can check the status of prescriptions. Send problem prescriptions to a separate queue for resolution by a qualified staff member without disrupting the dispensing process. This flexible module can accommodate your pharmacy's unique resources, processes and procedures. QS/1's Store Workflow Module helps boost quality assurance with onscreen drug images, prescription scanning and NDC bar code scanning. In fact, pharmacies using our workflow tools have reported as much as a 66 percent reduction in errors.

Module Features

Fill Efficiently

- Create your own custom workflow system using up to six phases: New Order Entry, Verify New Orders, Label/Dispense, Quality Assurance Check, Delivery and Error Resolution
- Use clinical checking to verify new orders before adjudication
- Simplify staff training by focusing trainees on only one aspect of the prescription filling process
- Utilize workflow to provide more time for patient care
- Send problem prescriptions to a separate error resolution queue so they don't hold up the filling process
- Assign specific staff to expedite error resolution

Streamline Tasks

- Assign and train designated personnel for specific tasks
- Organize daily activities and repetitive tasks to improve productivity
- Automatically move prescriptions from one step to the next
- Group and prioritize orders coming in from different sources: IVR, fax, e-Prescribe, Internet or paper

Track Prescriptions

- Improve customer service by letting customers know the status of prescriptions at any given time
- Locate prescriptions anywhere in the process using the Check Workflow Status feature with a few keystrokes from any screen
- Query prescription status from the QS/1 Point-of-Sale or pharmacy system
- Track activities to identify which staff members performed which tasks

Reduce Errors

- Utilize bar code scanning for faster, more accurate processing
- Scan NDC bar code to verify drug accuracy
- Scan hardcopy prescription record for later review and verification
- Provide final safety check by verifying prescription image, pill image, NDC verification and SIG

Reporting and Security

- Analyze in-depth audit logs to identify areas for productivity enhancements
- Set appropriate security levels for each employee



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