

CASE STUDY

Harborview Medical Center Provides Superior Pharmacy Service with SencorpWhite's WillCall Rx™

CHALLENGE

Harborview Medical Center is dedicated to providing the best ambulatory patient care for its Seattle, Washington community. One of the nation's leading academic medical centers, Harborview handles a large number of emergency and clinic visits. While their outpatient pharmacy is located in a very limited space, Harborview was looking to increase dispensing accuracy, provide secure medication management, and offer fast and convenient pharmacy services.

SOLUTION

SencorpWhite's WillCall Rx provides a HIPAA (Health Insurance Portability and Accountability Act) compliant Automated Storage and Retrieval System (AS/RS) that fits perfectly into Harborview's pharmacy. WillCall Rx combines advanced storage and retrieval using horizontal carousel hardware with elegantly simple software that automates hospital pharmacy fulfillment and integrates with Harborview's pharmacy management software system. Using bar code technology, information is captured by the hospital pharmacy management system when a prescription is written and scanned and placed in WillCall Rx's secure storage to await patient pickup. The pharmacy technician is directed to the appropriate storage location when the patient calls, the item is dispensed, and the system records the information and sends it to the hospital pharmacy management system.

RESULT

"In our old system, the prescription was written, filled, and then stored in a plastic bag on hooks on shelving," explained Cyndy Clegg, Assistant Director HMC Ambulatory Services/Clinical Associate Professor, UW School of Pharmacy. "Prescriptions were arranged alphabetically by patient name, and human error could cause the misfiling of a prescription." In addition, the manual system was slow and inaccurate.



WillCall Rx bridges the gap between the pharmacist and patient.



With WillCall Rx prescription fulfillment center, new retrieval takes ten to twelve seconds.

“Now retrieval takes ten to twelve seconds,” Clegg explained. “And the potential for human error has been eliminated.” With 1,500 prescriptions awaiting pickup on any given day, the WillCall Rx is capable of dispensing the right prescription in less time to keep the hospital pharmacy operating efficiently.

The WillCall Rx also meets HIPAA regulations. The system can securely manage more than 2,000 unique prescriptions without disclosing patient information and with 100% accuracy. “The system has a very simple interface that facilitates training, as well as the transition from the old manual system,” said Clegg.



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