



# Intelligent Pharmacy Software (IPS) for Retail Pharmacies



*"We now fill over 600 prescriptions daily with one pharmacist, one intern, one tech, one ScriptPro and two clerks. In addition, we re-trained our employees in other key areas to enhance the consistency of service we provide to all clients."*

Nagib Himed, Pharmacist  
Dolphin Pharmacy  
Oakland, CA

Designed by practicing pharmacists for pharmacists —  
So it works the way you do!



# About Intelligent Pharmacy Software (IPS)

**Meditab's™ Intelligent Pharmacy Software (IPS)** is a comprehensive solution for managing the business and patient needs of any size retail pharmacy. It was designed by a team of pharmacists with many years of experience in the pharmacy business, so it works the way you do. The software

- Improves workflow efficiency
- Increases staff productivity
- Enhances patient safety
- Considerably reduces billing time
- Significantly eliminates the use of paper
- Streamlines daily tasks with a click of a mouse
- Greatly reduces operating costs
- Provides significant and measurable Return on Investment

IPS allows you to spend more time with your patients, which will enhance your customers' loyalty and help your business grow effortlessly. In some cases, the ROI is less than 1 month.

## **Management System Increases Efficiency**

IPS management features increase workflow efficiencies and enhance patient safety by drastically reducing errors. The system is completely scalable and can support any size single pharmacy or chain of stores and can grow with your business. IPS supports multi-pharmacies in multiple locations with a central database. This offers the efficiency of centralized billing, authorizations and refills. Complete workflow management, from check-in, to type, to fill, to check, to pickup allows for the filling of up to 600 prescriptions with one registered pharmacist and an intern. The IPS Inventory module helps you keep inventory costs under control, so you will never have to worry about inventory again. Our Delivery module helps you manage every aspect of your delivery process, so you can do more with fewer resources. The flexible and detailed IPS reporting capabilities provide you with the information you need when you need it, such as anticipating staffing needs, etc.

The system's Holiday reports ensure you are always staffed appropriately – (e.g. compare current week's volumes to previous years).

## Key Benefits

- Streamline prescription
- Improve workflow
- Expedite billing process
- Increase accuracy & ROI
- Enhance patients communication
- Automate medication filling & delivery
- Increase productivity with Interactive Voice System (IVS)
- Expedite patient check-in with Kiosks
- Improve waiting experience with TV monitors

## **Streamline Prescription Processing and Improve Workflow**

Using 100 percent digital records, IPS manages and streamlines the entire prescription filling process, allowing you to actually do more work with fewer resources. The process, which was designed by a team of practicing pharmacists, is completely workflow driven – check-in, typing, filling, verifying, and check-out. Pharmacists can quickly enter prescriptions using multiple templates which are stored in the IPS database by drug and by physician and are auto-queried and triggered for fast prescription entry. IPS allows you to scan and link original prescriptions to entered prescriptions and quickly access a chronological prescription history for each patient. You can also view scanned prescriptions at time of checking. Streamline prescription processing allows up to an 8% increase in net income. IPS uses First Data Bank for drug interaction information and dosage checks.



# A Complete Management Solution for Retail Pharmacies

## **Expedite Billing Process to Increase Accuracy and ROI**

IPS provides a true ROI by automating and increasing the speed and accuracy of your pharmacy's billing. You can do more billing with fewer people, more accurately. IPS automates the billing process to a point and click scenario. It will literally take you seconds to do what used to take minutes. With IPS, you can modify and resend any previously billed prescriptions in any order. The system automatically corrects certain rejected claims and re-bills without human intervention (e.g. late refill rejects). IPS also automatically populates Drug Utilization Review (DUR) rejection overrides where possible. The IPS Auto-Process automatically bills prescriptions based on days supply or pills remaining in a patient's bottle (e.g. bills 200 prescriptions within 20 minutes). You can also auto-bill multiple prescriptions, and the system automatically batches claims to minimize claims transmission charges. Your pharmacy can configure the system to do remote or centralized billing or a combination of both.

## **Enhance Patients' Communication with Rx Web Portal**

The future of retail pharmacy communications software is available today from IPS. Rx Web Portal is a comprehensive communications tool that enables doctors, patients, family members, nursing homes, and social workers to access their data in a secure, HIPAA-compliant environment. You can specify which pertinent documentation and data you wish to make available to each of these constituents. Using Web Portal, patients can simply and securely auto order their medications and/or adjust their demographics, review drug interactions, access drug education, and print compliance charts. You can also remind patients to take their medications via online emails or Interactive Voice Response (IVR).

Physicians can review patient details, approve/deny refill requests, change medications, add any number of new prescriptions, and see potential interactions. Physicians can also easily search for patients, review prescription histories, patient profiles, and provide their patients with detailed drug information and education.

Web Portal provides physicians with flexible, yet detailed reporting for:

- Order status
- Refill OK
- Profiles of patients with medication changes
- Detailed prescription reporting: drug classification, groups, etc.
- Insurance data

Every Meditab IPS client benefits from our live, online Rx Web Portal support, which is available 6 days a week. We take pride in serving our clients and striving diligently to maintain your peace of mind and confidence. When it comes to support you get quality, consistent and dedicated service until you are completely satisfied with the results.

## **Automated Medication Filling Improves Delivery and Productivity**

IPS is linked with the very latest robotic technologies for filling and delivering prescriptions, such as AutoMed, ScriptPro and others. You can fill medication packs and check on their status while viewing patient charts on your computer. You can also obtain the status of medication packs at any time during the fill, check, and delivery process. Filled medication quantities can be linked to the IPS auto-billing feature and you can track all deliveries of filled packs. Additionally, professional MARs can be printed in seconds, at any time, with current medication information. IPS allows you to obtain electronic signatures via Pocket PC devices and stores the e-signatures for future reference. The system also logs and stores mileage for deliveries.

## **Interactive Voice Response System (IVR) Increases Productivity**

The IPS Integrated Interactive Voice Response System (IVR) is like having another pair of hands or an FTE to help you run your pharmacy. The system will automatically call patients with insurance billing problems and notify them their prescriptions are ready or when refills are needed. A patient can also query the IVR system to see if a prescription is ready.



### **Improve Patient Experience with Waiting Area TV Monitors**

IPS includes TV monitors in your waiting areas that display the status in English and Spanish of every prescription in process. This will enhance your patients' satisfaction, as they wait. The monitors show each prescription's progress — in queue, in process, and ready for pick up.

### **Expedite Patient Check-in with Auto Check-in Kiosk**

From the moment your patients enter the pharmacy, IPS begins to work for you with an Auto Check-in Kiosk. Easy to use, intuitive touch-screen technology allows your patients to check in, simply and securely verify and/or adjust their demographics, and automatically order their medications. Patients can also review drug interactions and receive drug education on their prescriptions via the kiosk.

### **Additional Benefits Include:**

#### **Automate Prior Authorization Forms**

IPS will automatically fill out any prior-authorization form — instantly, to speed your workflow process. You can quickly generate Prior-Authorization Forms in seconds (25-30+ forms can be generated in a few minutes) and you can complete the Prior Authorizations directly from the "rejected claims" screen. The system automatically batches up to six prescriptions per prior authorization request. Then, IPS automatically faxes signed prior authorizations without printing them. IPS also maintains the status of sent, received, and approved prior authorizations.

#### **Facilitate Doctor Calls**

What could you do with 33 percent more time in your day? That's the amount of time most pharmacists spend on the phone with doctors discussing prescriptions. IPS is designed to help you significantly reduce the time you spend on the phone. With IPS, you can track status and disposition of all doctor calls right on your computer. In addition, the system automatically faxes refill requests to doctors and any prescriptions that need changes or have problems. Doctors can log into RX Web Portal to order refills directly or approve/deny pending orders. Medication administration records (MAR) for non-compliant patients can be accessed and printed in the doctor's office.

### **Completely Integrated Fax Server**

IPS receives faxes electronically, so they can be viewed on screen and processed without ever printing a paper copy. If desired, the system also provides for the centralized management of faxes. Your pharmacy can generate, edit, send and resend faxes online, and faxes can be easily linked to patients or to specific prescriptions. Approved refills can be directly entered into the prescription filling process from the "fax received" screen. Prior authorizations can also be sent and received digitally via IPS fax capabilities.

#### **About Meditab Software, Inc.**

Founded in 1998 by practicing pharmacists and physicians, Meditab Software, Inc. provides an innovative suite of intelligent, integrated and intuitive Software Solutions supporting the primary process of healthcare delivery. Based in northern California, Meditab's revolutionary software solutions connect physicians, patients, labs, pharmacies and long-term care facilities nationwide.

Providers are empowered with key knowledge that enhance the way they conduct business and service their clients. These Software Solutions include: Intelligent Medical Software (IMS), Intelligent Facility Software (IFS), Intelligent Dental Software (IDS), Intelligent Pharmacy Software (IPS) and Intelligent Radiology Management Software (IRMS). With any one of Meditab's integrated solutions, saving time and money becomes second nature and service continues to be the number one priority! For more information please visit [www.meditab.com](http://www.meditab.com) or call 866-99-GO IPS for a free personalized consultation.

#### **Meditab's Suite of Intelligent Products**

- Intelligent Pharmacy Software (IPS)
- Intelligent Medical Software (IMS)
- Intelligent Facility Software (IFS)
- Intelligent Dental Software (IDS)
- Intelligent Radiology Management Software (IRMS)



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So it works the way you do!