

BENEFITS OF A DocuTRACK PHARMACY



When choosing a pharmacy, you have many service options to choose from: hours of operation, costs, fill policies, quality assurance, responsiveness, and much more. With so many choices, the decision comes down to which pharmacy will be the most efficient, cost-effective, and timely.

FULL KNOWLEDGE

The most efficient pharmacies are always searching for ways to improve their internal processes. **DocuTrack**, a document workflow and management system, is one such improvement. Specifically designed to meet the needs of pharmacies, **DocuTrack's** state-of-the-art systems allows pharmacies to process and retrieve documents quickly and accurately.

"The facilities we service don't have to change anything on their end. They still fax us their prescriptions and notes."

- Carson Huntoon, Hoagland

HOW DOCUTRACK WORKS

DocuTrack is an electronic replacement for the paper-based fax and file system. It eliminates the clutter and potential for errors caused by a paper system and lets pharmacies receive, organize, store, route, track, and retrieve documents faster and more accurately than ever before.

When a fax comes into the pharmacy, **DocuTrack** identifies the source (facility) of the incoming document and routes it to the correct technician. The technician annotates and processes the document on the computer while **DocuTrack** records every action performed on the document, and files the data for easy searching. Any document, including the original order, can be retrieved in a few seconds.

Why DocuTrack?

DocuTrack pharmacies provide better overall service through:

- **Faster** order processing
- **Instant** information retrieval
- **Fewer** errors
- **More** personal service
- **Streamlined** communication
- **Increased** reliability
- **Fewer** follow-up calls
- **On-time** deliveries
- **NO** lost faxes
- **Higher** level of security

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STREAMLINED COMMUNICATION



Instant fax-back and automatic form options allow pharmacy staff to add notations directly onto the order and send it back to your facility for clarification. Commonly used forms are partially auto populated to save time.

INCREASED RELIABILITY



Automated fax options confirm number of pages received and give the facility a thumbnail picture of the document. Email confirmations may also be sent (without thumbnails).

FEWER FOLLOW-UP CALLS



Thanks to advanced fax, image clarification, and zoom tools pharmacy staff needs to make fewer clarification calls to the facility.

ON-TIME DELIVERIES



Fast, accurate processing results in fewer misplaced or lost orders.

NO LOST FAXES



Because filing is completely electronic, **DocuTrack** eliminates paper and human handling errors as orders are routed within the **DocuTrack** system.

HEIGHTENED SECURITY



Documents with important patient information are no longer sitting on fax machines, but are instead sent through secure lines directly to the appropriate department.

FASTER ORDER PROCESSING



Documents are automatically routed to the correct department. **DocuTrack** also monitors folders and sends alerts when certain documents need urgent attention.

INSTANT INFORMATION RETRIEVAL



Electronic searches allow staff to immediately locate an order based on patient name, Rx number, facility, and other criteria which results in short, informative phone calls.

FEWER ERRORS



DocuTrack routes and organizes material using an extensive barcoding system and automatic index.

MORE PERSONAL SERVICE



DocuTrack allows the pharmacy to adjust our workflow to better handle the nuances of individual facilities.



ALWAYS IMPROVING

DocuTrack pharmacies show a commitment to technological development, a dedication to self-improvement, and a proactive approach to providing the best possible service to their customers.

You can answer customers' questions, give them immediate customer service, and right from the screen you can email, print, or fax the document. It really has improved our level of service to our clients.

- Dan Mueller, PharmCare, Inc.