



Rockingham Memorial Hospital Uses TROY SecureRx™ To Achieve Cost Effective CMS Compliance

About the Customer

In order to comply with the new CMS regulation, Rockingham Memorial Hospital (RMH) began purchasing and using prescription paper with the required industry-recognized security features pre-printed on the paper. The paper cost RMH around 4.5 cents per sheet compared to the blank paper which cost 0.5 cents per sheet. The hope was that the new paper would drop into their existing system, providing a quick and easy way to achieve compliance.

Unfortunately, the Emergency Department immediately began to experience printer paper feed problems. "We were suddenly getting calls from the department staff," states Barry Click, Network Services. "Of course, we are a 24 x 7 on-call support group, so our pagers were going off, even in the middle of the night. We tried cleaning printer rollers and even replacing printers, but nothing we tried solved the problem."

The printing problem not only affected Support Services, it also affected the department staff. "The disruption in prescription printing made the Emergency Department doctors and nurses frustrated and upset," says Gina Yost, IS Analyst and Lead for the Emergency Department Management (EDM) Implementation. "We had to do something quickly, so we switched back to the old plain paper. However, our directors are responsible for compliance, so we knew this could not be a permanent solution."

The new cost of the security paper also created an unforeseen problem. "My supply budget was blown out of the water because of the new prescription paper," states Krista Fetterman, RN, MDN, ED Director. "The new cost, combined with the operational problems we were experiencing, put pressure on everyone to try to find a better solution to our compliance challenge."

The Solution

The Emergency Department at Rockingham Memorial Hospital (RMH) was transitioning to MEDITECH, so the team turned to their MEDITECH contacts for a solution. Working through the issues, the MEDITECH support team suggested the MEDITECH Prescription Writer printing to the new TROY SecureRx™ solution. "The MEDITECH and TROY solution met all of our objectives," says Yost. "They told us that we could now print from our new MEDITECH system to the TROY SecureRx™ solution, which prints the industry-recognized security features. This would allow us to achieve full CMS compliance printing on plain paper instead of special prescription paper."

As a result, the RMH Information Systems (IS) team made the decision to test the MEDITECH and TROY SecureRx™ prescription printing solution, which included a TROY enhanced HP LaserJet printer with printer embedded software. Working directly with the IS team, with support from MEDITECH, TROY helped RMH to quickly implement the new prescription printing solution. "We were under a tight deadline and the TROY Solutions Consultants were extremely responsive and helped us stay on schedule," states Click. "They worked through the redesign of our prescription form so we could avoid duplex printing, which saved us money and speeded up printing. Once we understood how the TROY SecurePort™ software worked, it was easy to install and manage. We then performed stress tests, simultaneously printing from four users with eight prescriptions each. This helped the TROY Consultants to identify a couple of settings that needed to be adjusted. We ended up printing compliant prescriptions without any problems in just two days."

The Result

Rockingham Memorial Hospital (RMH) is now running live with the MEDITECH Prescription Writer to the TROY SecureRx™ solution in the Emergency Department (ED). They have met all their project objectives, including reducing supply cost by printing on plain paper and eliminating service calls. Most importantly, the RMH ED staff is no longer experiencing printing problems and the directors are confident that RMH is in full compliance with the CMS regulation. "We are extremely pleased with our new prescription format," says Ellen Shinabery, RPH, PharmD, Pharmacy Coordinator of Informatics and Technology. "Our prescriptions have a very professional appearance that supports the RMH quality image. In addition, many of the pharmacies in the area have complimented the new format and the easy-to-evaluate security features."

Network Services has also been pleasantly surprised with the reliability of the TROY software. "The TROY SecureRx™ and SecurePort™ software have been running without trouble," says Click. "We had expected some server problems, but have yet to experience any."

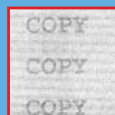
RMH will be working toward implementation of computerized prescription-writing across the entire facility. The success they have achieved in automating secure prescription printing in the Emergency Department has given them confidence to implement the TROY SecureRx™ solution for discharge prescriptions on all inpatient units as they roll out this functionality in the future.

SecureRx Features:



MicroPrinting

Customizable TROY microprint indicates a copy under magnification.



TROY Copy-Void

A hidden COPY message, printed behind prescription information, is revealed by unauthorized copying.

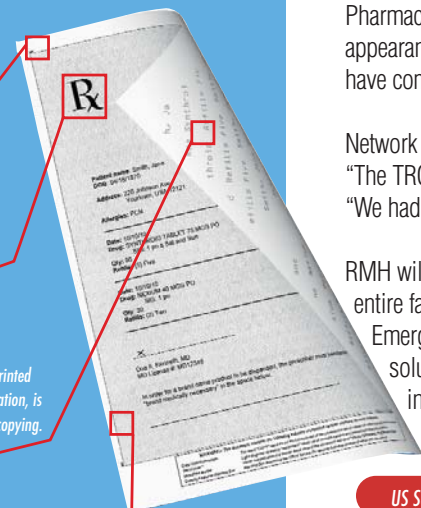


TROYMark™

TROY SecureRx prints a repeating "watermark" of user defined variable prescription data across the back of each prescription

Plain Paper

TROY SecureRx uses plain paper! — no expensive pre-printed stock to purchase, inventory and secure from theft.



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