

Integrating Prescription Security & Patient Data



Introduction

One of the world's premier medical health systems faced a challenge – they had an extensive number of databases all working independently. With the highest-rated patient satisfaction scores in the industry, the quality of the database infrastructure and the way patient care data was shared across the health system was a high priority for improvement.

In order to consolidate the 68 disparate databases, they first had to implement EPIC Maestro Care software. This software facilitates a coordinated patient management process focused on the goal of one patient, one record, and one health system.

When implementing EPIC Maestro Care, the health system had to make sure they were in compliance with The Centers for Medicare and Medicaid Services' (CMS) rule for tamper-resistant features.

This rule states that prescriptions must have tamper-resistant features in the following categories:

- Anti-Copy – prevent unauthorized copying of a completed or blank prescription form
- Anti-Alteration – prevent written or printed prescription information (e.g. dosage, refill options) from being altered
- Anti-Counterfeit – prevent alteration by listing all security features on the prescription for the pharmacist to validate

The advent of the EPIC Maestro Care system and the ongoing transition to Electronic Medical Records (EMR) provided an opportunity for the health system to further improve its medical documentation, particularly as it relates to the prescriptions it provides to its patients at the point of discharge.

A world-class system was designed to ensure that these prescriptions:



Elevate patient safety



Enable rapid response for medical teams



Establish efficiency in database storage, access, and usage

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Patient Name: Jane Smith Age: 60 Sex: Female MRN: 0001092813
Birthdate: 1/13/1950
Allergies: Peanuts, Chocolate Pharmacist please note—Allergy list may be incomplete
Home Phone: 727-875-1444
Work Phone: 727-875-1234
Patient Address: 2021 N. Jackson Blvd.
Yorlown, FL 32007
Date Issued: 12/12/2012
Date Written: 12/12/12 (E-919)

Prescription Details:
Rx: Oxycodone 15 mg oral tablets.
Refill: 72 PO q4h PRN as needed for pain
Dispense/Supply: ~24008(0) X SUBSTITUTION PERMITTED

DISPENSE AS WRITTEN
Prescribed by: JANE DOE, MD
Entered by: JOHN DOE, FS

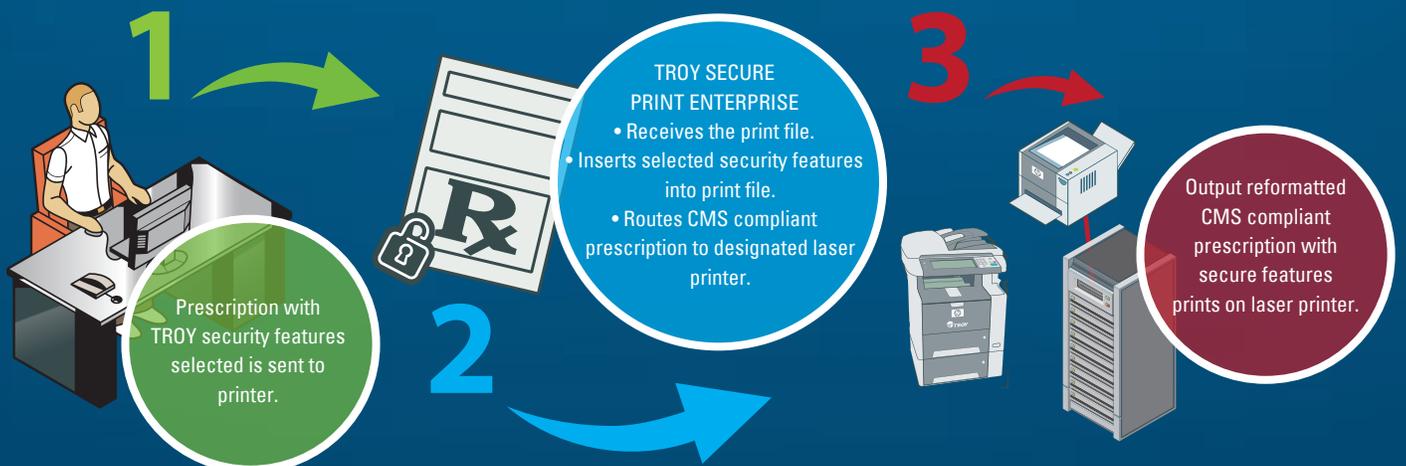
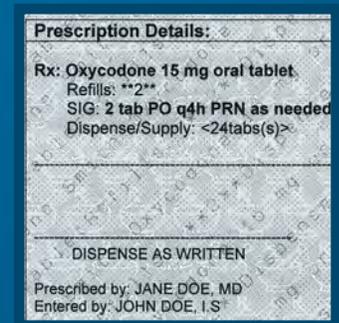
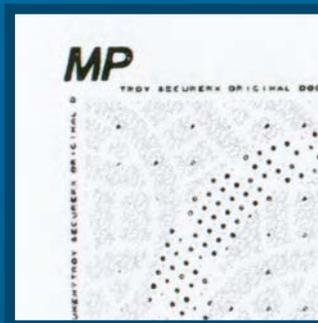
WARNING: This document contains the following industry recognized longer duration security features:
• Copy Protection
• Digital Signatures
• Date and Time Stamp
• Audit Trail
• Tamper-Resistant
• Security Features Warning Box

Solution

The medical institution brought in TROY to provide the latest technology to produce tamper-resistant prescriptions. While this institution was already using tamper-resistant preprinted prescription paper stock, TROY proposed a CMS-compliant solution that changed the team's perception on how prescriptions could be made safer and more secure, while significantly improving both staff efficiency and operational costs. TROY Secure Print Enterprise (TSPE) software is an EPIC Maestro Care integrated solution, which eliminates the need for costly, tamper-resistant paper stock.

A Windows-based software, TSPE applies security features that allow users to print CMS compliant prescriptions to existing network-connected printers, using plain paper. TSPE provides four CMS compliant security features:

- TROYMark™ - a unique watermark of user defined, patient specific variable data printed diagonally across the front of each prescription.
- TROY Copy Evident Pantograph - a hidden feature which appears across a photocopied version of a securely printed prescription in the form of client specific words such as "COPY" or "VOID".
- TROY Optimized MicroPrint - provides a very small font only readable when viewed at five times magnification or greater and will appear illegible when copied.
- TROY Intelligent Warning Box - describes the security features, allowing retail pharmacists to easily authenticate the prescription.



Conclusion

The TSPE solution allowed this world premier medical health system to capitalize on their multi-year effort to consolidate their extensive number of databases through the deployment of a world-class, tamper-resistant prescription solution that integrated with EPIC Maestro Care. TSPE helped to improve patient care by allowing a faster, more secure delivery of prescriptions. It also aided in the ongoing effort to fight fraud, save operating costs, and improve provider efficiency. The health system realized immediate benefits by eliminating the need to purchase expensive preprinted prescription paper forms. They also saw improved workflow efficiency by eliminating the time spent on chain of custody activities associated with storing and replenishing preprinted prescription paper.

Today, this health system produces more than 450 documents every five minutes across its 1,000 bed health system and harnesses the power of more than 500 TSPE licenses to continue to advance patient care and quality.

