

CognitiveTPG's DocuShield Solution enables Fulton County to print CMS compliant RX on Demand

FULTON COUNTY HEALTH CENTER



Fulton County Health Center is a full service hospital offering services to complete the circle of healthcare needs.

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Scenario

Fulton County Health Center is a general medical and surgical hospital in Wauseon, OH, with 106 beds. Over 16,000 patients visit the hospital emergency room per year and its physicians perform over 3,000 surgeries every year. Like many other hospitals Fulton County is diligent on providing the best care in the most efficient manner.

In order to comply with the new Centers for Medicare and Medicaid Services (CMS) regulations Fulton County was ordering pre-printed prescription pads with security features which required that the hospital implement new processes.

Challenge

As a member of the Med Assets, a performance enhancement group, Fulton Health was following best practices for safe prescribing including the use of CMS compliant pre-printed prescription forms and the proper protocol to protect these pre-printed pads. Despite its best efforts the hospital still had frustrations and possible risks for theft or misuse.

"We had hoped that the new system required to meet the CMS mandate would be easy and efficient to implement but we found that it created additional steps, creating more work for our already overworked staff," said Steve McCoy.

The pre-printed prescription pads were sourced from a local label converter and contained the required federal and state security features. However once received these forms had to be stored in a secure place to prevent theft or misuse, and proper record keeping was required to protect the integrity of the prescription and the practitioner prescribing the drug. Each step of the protocol represents potential vulnerabilities and operational inefficiencies. In addition, the pre-printed pads added significant costs for the hospital.

Solution

One of CognitiveTPG Security Specialist approached the hospital to show them a solution that would close the gap on these vulnerabilities and improve prescription dispensing operations while meeting or exceeding security requirements.

CognitiveTPG's on-demand secure printing technology, DocuShield, allowed Fulton County to print prescriptions when and where they want on blank paper that has no value until the prescription is printed. The security features, such as a copy-void pantograph, are embedded into the paper at the time of print and contain all the features required by law.

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Solution (Continued)

In the DocuShield Solution there are multiple features to choose from such as copy protection, erasure protection, warning box, micro print, and more.

Moreover CognitiveTPG was able to improve the efficiency of the prescription dispensing system by enabling the hospital to install multiple prescription printers throughout the hospital. Previously the hospital had one dedicated printer to print prescriptions for the entire hospital. Since the paper that goes in the DocuShield RX printer is blank the printer does not have to be locked nor does the hospital have to maintain secure facilities to store the pre-printed prescription pads.

The new DocuShield secure on-demand prescription printing solution from CognitiveTPG not solved Fulton County's CMS regulatory compliance issue but it improved operations and eliminated unnecessary costs spent on the specialized paper.

"So far we are very pleased with the DocuShield solution. Our administrators are confident that we are in full compliance with CMS regulation, our staff and prescribing physicians no longer have to adhere to extra processes, and our Finance department is thrilled with the extra savings," said Stacy Radabaugh.

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