



## **TexSAN Heart Hospital Implements PSIGEN PSI:Capture to Automate Physician Pharmacy Orders**

Texsan Heart Hospital is a licensed acute care facility with a primary focus on providing leading cardiovascular care to the Southwest Texas region. Opened in January 2004, this 190,000 square foot hospital features four operating suites, four cardiac catheterization labs, a 10-bed day patient area and a cardiovascular emergency department.

### **The Problem**

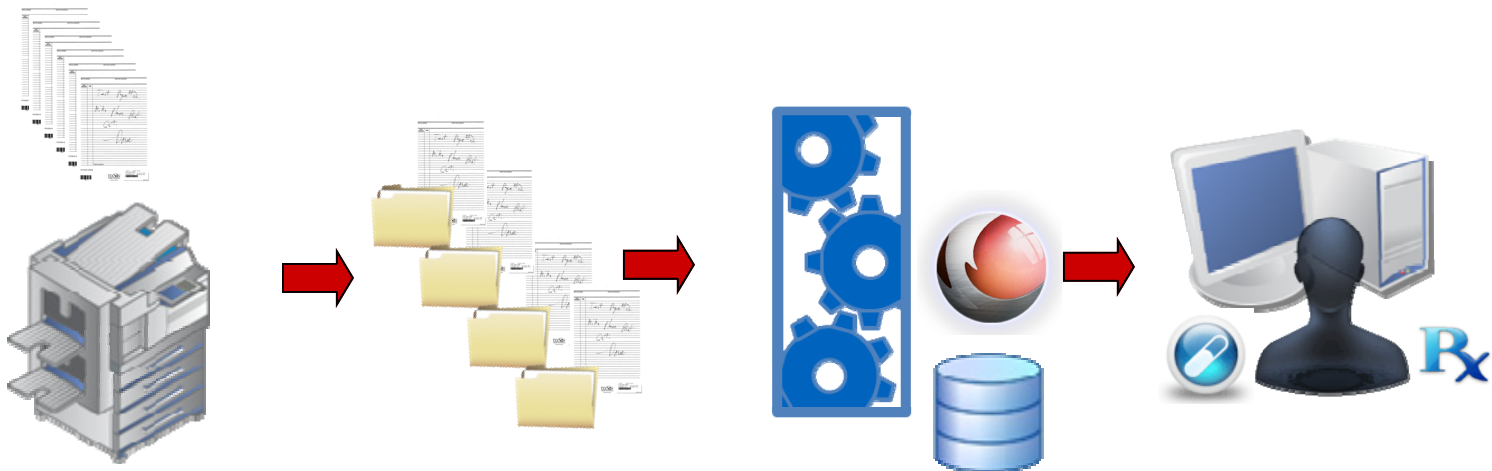
Managing the Pharmacy within a large acute care facility can be a daunting task at best. With all types of orders coming in from 24 separate nursing stations, managing the order process and filling STAT orders within a specified timeframe was difficult. The reliance on antiquated technology made the problem worse. "We had previously used a fax system which relies on an analog line," said David Vasquez, Pharmacy Director. "We frequently lost orders, and often would wait longer than five minutes for even a "STAT" fax to print out. " There had to be a better solution.

### **Solution Requirements**

The Pharmacy and IT staff envisioned a system where the nurses could scan the physician orders to a central processing location, have them separated, filed by nursing station and urgency, and placed in a patient name folder with a time stamp. In order to accomplish the goal, the solution would have to provide distributed capture functionality by integrating with the Ricoh scanning copiers at each nursing station, read the patient encounter number barcode, and perform a lookup on an HL7 database to find the corresponding patient name. On output, the system would then create a standardized queue folder structure and file naming scheme for the orders within the Pharmacy's online storage system. It would have to be simple to implement and manage, with minimal training requirements, and also be easy to manage.

### **The PSIGEN Solution**

TexSAN needed a flexible, feature rich product that could meet all their solution requirements. Ricoh Solutions provided the answer: PSIGEN PSI:Capture Enterprise. Utilizing the Auto-import function, PSI:Capture monitors hot folders for each of the hospital's 24 nursing stations. When a scanned image arrives in any one of the folders, the software quickly identifies the nursing station and urgency, and then reads the patient encounter barcode. The barcode information is passed to a database, containing patient information, and the patient name is identified. "With PSI:Capture we were able to use existing scanning equipment to scan orders which arrive in less than ten seconds. The patient barcodes that are used at our facility contain only the patient encounter number. PSI:Capture actually reads the barcode and then looks up the patient name and renames the scan with the patient name, an urgency of "STAT" if scan is emergent, and the area of the hospital that the scan originated. The renamed scans are placed in a folder that serves as a queue for pharmacists to work out of and a second archive folder. We love organization and functionality that it afforded to us. What once was a manual process is now automated and efficient." David Vasquez, Pharmacy Director.



Nurses scan physician's orders from scanning Ricoh copiers.

Scanned orders arrive in designated hot folders.

PSI:Capture processes, separates, reads barcodes and performs HL7 lookups for patient information.

Documents are migrated into the pharmacy queue for processing based on nursing station, urgency and patient name.

## Conclusion

PSI:Capture adapts to any scanning and capture environment with ease through its well rounded feature set and flexibility. Its focus on efficiency and ease of use, provides simple solutions to complex business problems. In this example, TexSan pharmacists can now focus on their job, not finding lost orders. With scanned orders now arriving almost instantly, the overall order process has been improved, with errors and delays almost completely eliminated.

## Solution Components in Summary

<b>Capture Software:</b>	PSIGEN PSI:Capture Enterprise Software
<b>Content Repository:</b>	Pharmacy Order Network Folder Queue
<b>Scanners:</b>	24 Ricoh Scanning Copiers

## About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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