San Juan Regional Medical Center

HP TROY SecureRx solution speeds service without compromising security

SAN JUAN REGIONAL MEDICAL CENTER

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—Joe Dohle, technical services manager, San Juan Regional Medical Center, Farmington, N.M.

Objective
Find enhanced security solution for prescription printing that integrates with new Electronic Medical Records system
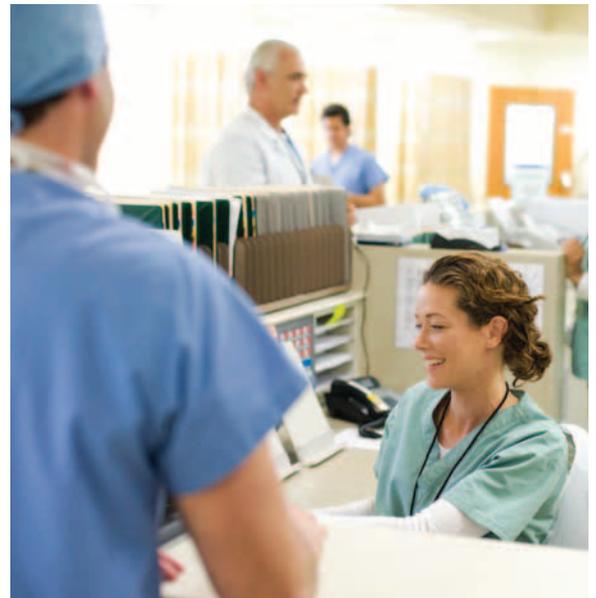
Approach
Deploying HP TROY SecureRx solution throughout outpatient clinics and in select hospital locations

IT improvements
• Ability to deliver prescription printing without disrupting clinical workflow

• Solution is fully compatible with EMR rollout

Business benefits
• Prescriptions printed on inexpensive plain paper instead of expensive, watermarked prescription paper

• Productivity of physicians improved compared to handwritten prescription workflow

• Clinics can use existing HP printers in most cases

Like healthcare facilities everywhere, the San Juan Regional Medical Center in Farmington, N.M., faced a vexing challenge with prescription printing requirements designed to improve prescription security and protect patient privacy.

To meet that challenge, San Juan Regional chose the HP TROY SecureRx solution, which requires only a simple—and relatively inexpensive—upgrade to standard, off-the-shelf HP LaserJet printers. And best of all, it actually helps increase physician productivity.

"The HP TROY solution is a big step up for us," notes Lisa McFarland, manager of the Internal Medicine and Pulmonology Clinic operated by the medical center. "It meets all the prescription printing requirements while actually enabling our physicians to work faster."

Customer solution at a glance

Application

Prescription printing through EMR

Hardware

• HP LaserJet printer

• TROY SecureRx card

Software

• TROY SecureRx

Serving a far-flung population

San Juan Regional Medical Center is a 254-bed, acute-care hospital serving the entire Four Corners region. As a sole community provider of hospital services in San Juan County, New Mexico, the hospital delivers healthcare services not only to the citizens of San Juan County, but to the people of the entire region including nearby parts of Colorado and Arizona.

"Before we identified the HP TROY solution, we thought we might be forced to buy special prescription paper, and deal with all the problems that entails. We know that in the long run, the TROY SecureRx approach is going to be very cost effective."
Joe Dohle, technical services manager,
San Juan Regional Medical Center

The center operates 10 specialty clinics, all of which were scheduled to implement an Electronic Medical Record system utilizing Meditech HIS software and LSS Data Systems' Medical and Practice Management software. As part of the EMR rollout, the clinics also faced the need to change their prescription-writing workflow.

The first location to go live with the EMR solution was San Juan Regional's Internal Medicine and Pulmonology Clinic, which also provided the initial test of the HP TROY SecureRx solution. Based on its success there, the HP TROY SecureRx solution will cascade throughout the San Juan Regional clinic network.

Before and after HP TROY SecureRX

Before implementing the HP TROY SecureRx solution, many clinic physicians were still practicing a time-honored tradition: issuing handwritten prescriptions from personalized prescription pads on watermarked paper.

The problem: that was terribly inefficient. "Patients often have multiple prescriptions—sometimes up to 20 of them," explains McFarland. "When a doctor was writing that many prescriptions, it could take 20 minutes or more."

Moreover, handwritten prescriptions don't fit into the EMR world. The EMR requires a verifiable record of all medications prescribed to patients. So the Meditech/LSS software platform, in combination with the HP TROY SecureRx solution for prescriptions, integrates with the EMR and speeds the prescribing process.

"Now, with the click of a mouse, a physician can print all a patient's prescriptions quickly and easily in two or three minutes," notes McFarland. "Patients love it because they're able to read the prescriptions and get out of the office faster."

The new process is straightforward. The physician prepares to write a prescription from within the EMR application. The EMR auto-populates many of the required fields—the patient's name, date of birth, address, the clinic's address, and the doctor's identifying ID—so the physician only has to insert the name and dose of the prescribed medicine.

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When the physician clicks "print," the prescription is routed to an HP LaserJet printer that's been upgraded with a special TROY SecureRx card. The printer reads the incoming prescription data stream, applies special security features from the TROY system and prints the prescription on plain printer paper typical in general office use.

It's faster for doctors, who don't waste valuable time hand writing the prescriptions. Patient safety is improved because there's never a risk that poor handwriting will lead to issuance of an incorrect prescription.

Other solutions: costly, inconvenient

"Before we identified the HP TROY SecureRx solution, we thought we might be forced to buy special prescription paper, and deal with all the problems that entails," notes Joe Dohle, technical services manager for San Juan Regional Medical Center.

That solution would require the clinics to print prescriptions on expensive, pre-printed forms that must be secured in a locked room until needed. Then, the forms must be secured again in a special, locked drawer in a printer reinforced against theft and vandalism.

Both the forms and the printer are expensive; together, they raise the cost of printing prescriptions far above the cost of the HP TROY SecureRx solution. Sometimes they can cause printer problems, due to the use of a heavier paper.

And the preprinted forms add a higher, ongoing cost that can dramatically increase printing costs for a clinic with no end in sight. With the TROY solution, prescriptions are printed to plain paper.

"We know that in the long run, the HP TROY SecureRx approach is going to be very cost effective," says Dohle.

A copy-evident pantograph incorporated on the printed page with TROY SecureRx prevents copying. There's also an anti-alteration feature so prescriptions are very difficult to erase or modify. The TROY SecureRx card installed in the printer is useless if removed from the printer or San Juan Regional's Meditech software system.

"Nobody can alter a prescription we print with the TROY SecureRx solution," notes Dohle. "If someone tries to erase what's been printed, or there's any handwriting on it, it's not a valid prescription."

The TROY SecureRx solution also eliminates the risk of stolen prescription pads being used to get medicines illegally. And it eliminates the cost of the prescription pads themselves—which, like the watermarked printer paper, can be very expensive.

Finding the HP TROY SecureRX solution

"We knew prescriptions had to have a watermark and eliminate the risk of being copied," recalls McFarland. "Joe found the HP and TROY SecureRx solution. And it seems a lot more convenient than the alternatives."

Dohle described the challenge he faced with printing prescriptions through the EMR to his local representative

from Insight, an HP partner. Insight told him about the HP TROY SecureRx solution, arranged a demonstration, and the rest is history.

Among the other benefits of the TROY SecureRx solution: the clinic didn't have to buy a new printer. It simply used its existing HP LaserJet printer, and had the TROY SecureRx card installed.

Looking ahead, Dohle says he expects to roll out the HP TROY SecureRx solution to San Juan Regional's other nine clinics, as well as locations within the medical center itself, over the next 18 months. Many of the clinics will use their existing HP printers. Others will purchase new HP LaserJet printers.

Does he expect to change anything going forward with the other clinics? "Not really. Why tamper with success? Physicians like the HP TROY SecureRx solution because they can print prescriptions instead of writing them out by hand. Our technology team likes it because it integrates well with our EMR. And patients like it because it gets them out of the clinic sooner. You don't often find a solution that satisfies everyone like this one has."

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