

## Rx for Physician Order Processing: Queue & View™



Despite technological advances in other areas of medicine, many healthcare organizations still rely on fax machines to fill prescriptions and execute medical orders. Typically, a nurse receives a handwritten order from the doctor and may call or fax it

to the appropriate department for processing (i.e. pharmacy, lab, rad, case management, social services etc.) —a process that breaks down easily and can also lead to serious medical errors.

Fax machines can produce errant lines, dots and marks that can be misread as decimal points or as parts of the order, requiring a follow-up phone call for clarification—or worse, an error in executing the order. As faxes pile up, STAT orders often sit unread for long periods of time. Confidential patient information routed to fax machines can be viewed by unauthorized people. And single-task fax machines chew up costly supplies and take up valuable desktop real estate.

### Execute orders STAT.

The Lexmark Queue & View solution uses a multifunction printer (MFP) and custom software to eliminate error-prone faxing by providing an onscreen view of the physician order queue for fast, accurate follow-through—all for thousands less than competitive software solutions. With the Queue & View solution, STAT orders are automatically routed to the top of the queue. The pertinent patient information is read directly from a barcode on the order, so no additional processing is required to index the order for the queue. Once in the queue, a “Notes” feature allows the clinician to add comments on the status of an order and place it in a pending

**OSF Saint Francis Medical Center implemented the Lexmark Queue & View solution in their pharmacy area. The hospital estimates that it took about six to seven minutes to fax each physician order sheet and confirm its receipt by the pharmacy...it now takes about ten seconds for each order sheet to be sent successfully to the pharmacy. Today OSF processes more than 50,000 physician order sheets every month, yielding more than 100,000 new medication orders using the Queue & View solution.**

***“Now that we have the ability to uniquely identify and process documents with a barcode, we are looking to put this technology to use elsewhere in the medical center. Other hospital departments are asking to tap into this powerful solution for additional patient benefits.”***

– Mike Pizzuti  
Information Systems Project Manager  
OSF Saint Francis Medical Center  
Peoria, IL

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category. Crisp scanned images of doctor's orders can be viewed onscreen, enlarged to help decipher poor handwriting, and printed if needed. In addition, nurses have the ability to view their order status online, reducing time-consuming phone calls to check on orders.

Driven by patient barcodes and accessed via secure web browser, the Queue & View solution limits access only to authorized users, helps prevent medical errors, and creates an audit trail to meet JCAHO and HIPAA mandates for patient safety and privacy. Medical order histories can be viewed by timeframe, doctor, pharmacist, department, patient or other reporting options. Leveraging your organization's existing network infrastructure, the Lexmark MFP consolidates devices at nursing workstations to save space and cut costs.

- **Increases Nurse/Pharmacist Productivity** - improves communication between nursing and pharmacy staff - saving valuable time
- **Simplifies Order Queuing** – automatically populates order queue based on unique identifiers in barcode (Account Number, Name, DOB)
- **Reduces Turnaround Time** - streamlines order process so that meds get to patient sooner
- **Increases Security and Patient Privacy** - orders distributed via secure network with access limited to authorized users
- **Improves Patient Care** - improves order management - fewer lost orders result in higher patient satisfaction
- **Reduces Medical Errors** - improves legibility with higher quality scanned image and zoom-in feature
- **Provides Complete Audit Trail** - provides intervention tracking and clinical reporting

## The Lexmark Queue & View solution bundle will be customized to fit your business needs.

### Here is an example:

#### Software:

- Lexmark Queue & View Server Application
- Lexmark Document Distributor for up to 15 MFPs

#### Services:

- Up to 2 days on-site installation, configuration and training
- Up to 5 hours consulting
- Solutions/Needs Assessment

#### Maintenance & Warranty:

- 1st year Lexmark maintenance and support

#### Price:

- \$24,745\*

#### Hardware Requirements:

*(Not included in bundle)*

- Server
- Microsoft SQL Server
- Lexmark MFPs

*\*Based on standard application and configuration with 15 MFPs. Price may vary. Hardware costs not included.*