Improving Patient Safety & Experience

![TROY logo]

Summary

Every day, patients across the Greenville, Texas area choose Hunt Regional Healthcare for its exceptional medical care. As the region's largest hospital, the medical system offers an extensive list of outpatient and diagnostic services along with satellite facilities in Rockwall, Commerce and Quinlan.

Hunt Regional Healthcare has an ongoing commitment to driving quality and efficient delivery of care to its patients. The organization is focused on enhancing its commitment to the security of its patient records and health care documents.

The advent of and ongoing transition to Electronic Medical Records (EMR) stimulated the hospital system to evaluate how it could further improve the documents it provides to patients with enhanced safety and fraud prevention features. Committed to providing a safe alternative using handwritten prescriptions, Hunt Regional partnered with TROY Healthcare to launch CMS compliant plain paper prescription printing in August 2013.

The Centers for Medicare and Medicaid Services (CMS) is challenging many healthcare organizations to modify the way they produce prescriptions and generate other health-related documents. CMS mandates 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.**

Challenge

As the growing movement toward EMR hit its apex, Rodney Gibson of CompleteRx and Director of Pharmacy at Hunt Regional, was seeking to eliminate preprinted prescription paper forms. He asked TROY Healthcare to deliver a CMS compliant solution to accomplish that goal, providing safe and secure health care documentation, while also allowing physicians to issue prescriptions directly from Hunt Regional's MEDITECH EMR system.
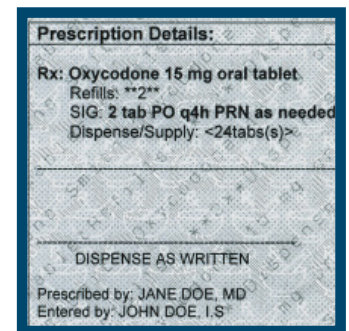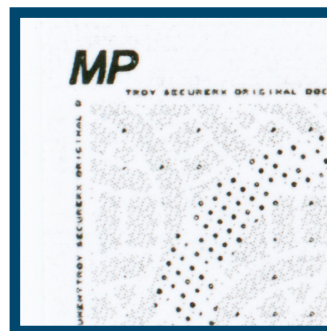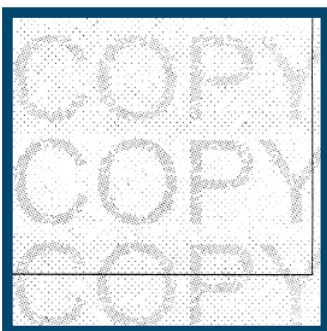
Solution

The solution was TROY prescription printing software – a Meditech-approved, CMS compliant solution that eliminates the need for costly preprinted prescription forms and that interfaces with Hunt's EMR system. The TROY healthcare solution helps improve patient care, allows a faster, more secure delivery of prescriptions, fights fraud, saves operating costs, and improves provider efficiency.

The TROY solution is a Windows-based software designed to insert security features in full compliance with CMS regulations to prescriptions sent from the hospital's EMR system. This allows healthcare providers to print to existing networked printers throughout their print fleet, simply using plain paper. TROY prescription printing software provides:

- 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.

Outpatient documents and prescriptions can all come from the same printer with the TROY healthcare solution, allowing for a more efficient and safer process. Laser printing prescriptions takes away the risk of human error associated with handwriting prescriptions.

Hunt Regional realized immediate benefits in two key areas. First, this solution eliminated the need to purchase expensive preprinted prescription forms – an important budget goal for the initiative. Second, the hospital saw improved workflow and staff efficiency by eliminating the time spent on chain of custody activities associated with storing and replenishing preprinted prescription paper. This allowed staff to focus on their most important work – delivering high quality patient care.
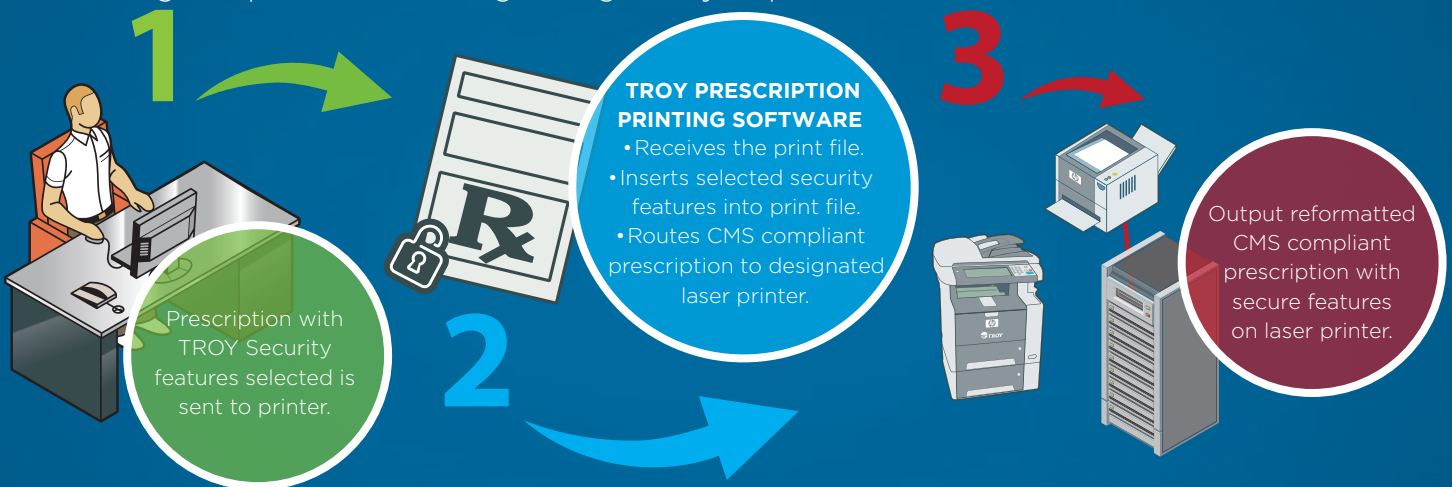
Conclusion

TROY prescription printing software helped Hunt Regional increase efficiency and drive the improvement of the overall patient experience – primary goals of the hospital as it moves to fully integrate its EMR strategies and move toward meaningful use strategies. As a powerful, Meditech-approved software solution, the TROY healthcare solution offers a cost-effective and flexible method for adding CMS compliant fraud prevention features to physician prescription orders from all Meditech EMR systems.

"TROY listened and made changes when we had suggestions and helped when we needed help. They were fair with us regarding issues and resolved them to our satisfaction," said Rodney Gibson of CompleteRx and Director of Pharmacy at Hunt Regional. "Working with TROY, we were able to further ensure patients get the right medication at the right dose, as well as to prevent the erasure or modification of information contained on the prescription, or to prevent the use of counterfeit prescription forms."

Working with all major EMR providers, TROY prescription printing software offers healthcare organizations a seamless way to manage prescription printing and prevent medication fraud, while maintaining compliance with stringent regulatory requirements.

1

Prescription with TROY Security features selected is sent to printer.

2

TROY PRESCRIPTION PRINTING SOFTWARE
• Receives the print file.
• Inserts selected security features into print file.
• Routes CMS compliant prescription to designated laser printer.

3

Output reformatted CMS compliant prescription with secure features on laser printer.

About TROY Healthcare Solutions

TROY Healthcare Solutions, a division of TROY Group, Inc., offers software and secure printers that prevent prescription fraud and help providers comply with patient data security mandates. TROY Healthcare Solutions delivers cost containment, efficiency and security benefits allowing medical professionals to concentrate on patient care. Integrated with many of the leading electronic medical record systems (EMRs) in use today, TROY Healthcare Solutions' unparalleled security solutions provide complete compliance with federal regulations and have enabled healthcare providers to eliminate barriers to achieving meaningful use (MU) incentives. TROY Healthcare Solutions' research and development efforts focus on innovations that promote security in all aspects of health care document and information workflows.

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