

# Rockingham Memorial Hospital

HP and TROY Prescription Printing Solution enables CMS compliance.



Rockingham  
Memorial Hospital

“TROY software used with the HP LaserJet Printer enables us to print CMS-compliant prescriptions on low-cost plain paper, without the headache of constant service calls.”

—Gina Yost, IS analyst and lead, Emergency Department Management Implementation, Rockingham Memorial Hospital, Harrisonburg, Va.

**HP customer case study:** Hospital achieves CMS compliance with HP and TROY solution.

**Industry:** Healthcare

## **Objective:**

Achieve CMS compliance for prescription writing security features

## **Approach:**

Deploy HP and TROY Prescription Printing Solution

## **IT improvements:**

- Produce CMS-compliant security features on plain paper
- Deliver fast, reliable prescription printing
- Eliminate paper feed problems

## **Business benefits:**

- Achieve CMS regulatory compliance
- Eliminate cost overruns from use of specialized paper
- Smooth ED operations/eliminate nurse, doctor complaints



To comply with a new Centers for Medicare and Medicaid Services (CMS) regulation pertaining to prescription printing, Rockingham Memorial Hospital (RMH) of Harrisonburg, Va., switched from blank prescription paper to more costly specialized paper pre-printed with required security features. However, the changeover caused paper feed problems that frustrated doctors and nurses, increased service calls and ripped through the supplies budget. The cure was a solution integrating MEDITECH Prescription Writer printing to TROY Prescription Printing. Results include more secure prescriptions, reliable regulatory compliance, smooth operations and reduced supply costs.

RMH is a 270-bed community hospital serving a seven-county area. The hospital had hoped the new paper would drop into its existing system for quick and easy

## Customer solution at a glance

### Primary applications

Prescription printing

### Primary hardware

- HP LaserJet P3005 Printer

### Primary software

- TROY Prescription Printing

security compliance. Unfortunately, the Emergency Department (ED) immediately experienced printer paper feed problems. "We were suddenly getting calls from the department staff," recalls Barry Click of Network Services. "We're on 24 x 7 on-call support, so our pagers were going off in the middle of the night. We tried cleaning printer rollers and even replacing printers, but nothing solved the problem." In addition, the high cost of the new security paper—approximately 4.5 cents per sheet compared with 0.5 cents for blank paper—swelled expenses. "It blew our supply budget out of the water," says Krista Fetterman, RN, MDN, ED director.

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*"Costs are down, doctors and nurses are satisfied, and we're confident of CMS compliance with TROY software with the HP LaserJet P3005 Printer."*

Gina Yost, IS analyst and lead, Emergency Department Management Implementation, Rockingham Memorial Hospital

In response to ED staff frustration, RMH switched back to the old paper. However, they knew that was inadequate as a permanent solution, says Gina Yost, IS analyst and lead for the Emergency Department Management Implementation. The IS team asked MEDITECH, their incoming provider of integrated software solutions, for ideas. MEDITECH suggested MEDITECH Prescription Writer paired with TROY software. TROY Group, Inc. is a worldwide leader of secure on-demand printing solutions. The TROY solution uses a copy-void pantograph to prevent unauthorized copying. The pantograph is a hidden feature that appears across a photocopied version of a securely printed prescription in the form of a word such as "VOID," or "Copy." This eliminates the need for special prescription paper.

HP and TROY's solution delivers integrated networking, easy connectivity and outstanding reliability, with fast print speeds of up to 35 pages per minute and the first page out in less than nine seconds. Output of up to 1,200 dpi provides high image quality, in a duty cycle of 100,000 pages a month. With the assistance of TROY Solution Consultants and MEDITECH, RMH met aggressive project deadlines.

The solution is highly successful, RMH reports. Supply costs are down, thanks to the ability to print on plain paper. Service calls are down, thanks to reliable performance. Most importantly, the ED staff no longer experiences printing problems and administrators are confident that RMH is in full compliance with the CMS regulation.

Next, the hospital plans to implement computerized prescription-writing across the enterprise. The success achieved in the ED has given them confidence to implement the HP and TROY solution for discharge prescriptions on all inpatient units.

"The solution met all our objectives," Yost says. "We can print the industry-recognized security features and achieve full CMS compliance printing on plain paper instead of having to use special prescription paper. The deluge of service calls is eliminated, practitioners are happy and supplies costs are back in line."

Contact the HP Reference2Win Program, 866-REF-3734 for more information.

