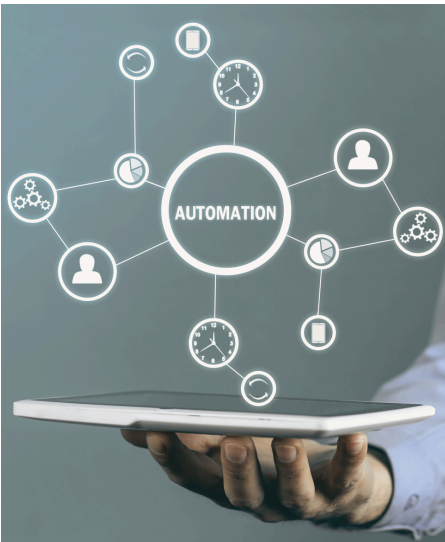




# ABSOLUTE SCOOP

## DID YOU KNOW?

Electronic orders are processed through automated prompts, enhancing speed, efficiency, and accuracy.



## BEHIND THE SCENES: PHARMACY OPERATIONS

*Written by Heather Kurka, CPhT and Megan Graebert, CPhT, LSS Green Belt*

At Absolute Pharmacy, we take pride in delivering accurate and timely answers to the customers we serve. Whether through consulting or the delivery of medications, over-the-counter products, and supplies, it's a collaborative effort to ensure patients' needs are met, allowing nursing staff to focus on direct patient care. In this edition of the Absolute Scoop, we offer an exclusive look into our pharmacy operations, highlighting our prescription order processing and the automation that enables us to work efficiently and accurately.

### Let's start by taking a look at a day in the life of a "prescription order" to familiarize you with Absolute's workflow.

- The order is entered into an EMAR or faxed to the pharmacy.
- The order is received into our electronic document management system (Framework ECM) as an image (from a fax) or as an integrated electronic order.
- Then, the order is entered by a pharmacy technician into our pharmacy processing system (Framework LTC) per several means and methods depending on your facility's environment (SNF, ALF, ICF, etc).
  - Electronic orders are entered through automated prompts that increase speed, efficiency, and accuracy.
- The order is checked by a pharmacist within Framework LTC to verify that the technician work matches the original order received from the facility.
- After that, the order is adjudicated for payment by our reimbursement team.
  - A label is then printed for packaging. However, there isn't just one way we package orders at Absolute Pharmacy; it could be packaged manually by a pharmacy technician or by a robot. In the event the order is for a new item, never before dispensed by Absolute Pharmacy, our inventory department will add it to our next-day order if notified by 7pm on weekdays.
- When the order is packaged, a verification barcode is utilized to ensure the correct product was selected.
- Next, the order goes through another pharmacist check within Framework LTC to verify accurate packaging, including more barcode scanning to verify the correct product was selected.
- Finally, the order is barcode verified, again, by a pharmacy technician into a delivery vessel designated for your facility or nursing station.

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It's incredible to consider that EVERY ORDER goes through all the steps outlined above. To give you some context, Absolute Pharmacy processed 2.31 million prescription orders in 2024. To maximize efficiency and ensure that orders received before the cut-off are ready to go in the delivery each night, we rely on automation. Let's take a closer look at some of our "automation helpers."

• **EMAR Integrations**

- When requesting a refill through your EMAR system (Matrix, Point Click Care, Yardi, etc.), Framework ECM interprets the data and adds the order to the delivery for the current date if received by the refill cut-off time of 2pm on weekdays.
- If Framework ECM flags an exception, a pharmacy technician will step in to troubleshoot the request.
  - **FUN FACT: Our average technician processes 100 orders per day.**

• **Barcodes**

- Each order that goes through workflow is barcode-verified at several steps.
- Refill stickers that are faxed to Absolute Pharmacy that contain a barcode are automatically interpreted by Framework ECM and added to the delivery for the current date if received by the refill cut-off time.
  - **FUN FACT: Framework ECM processes over 7,000 refills per month! That's 225 per day!**

• **Robots**

- In addition to our technicians, we also have machines that help us package orders.
- On average, 27,649 single-dose cards are produced by the Accuflex packaging robot and 19,304 multi-dose cards are produced by the Synmed automation machine each month.

**It truly takes a TEAM to prepare and provide all the orders needed to care for the residents we serve, and we couldn't do this without our dedicated staff (and a little help from automation). Absolute Pharmacy employs almost 80 pharmacy technicians and close to 30 pharmacists. In addition to physically supplying medications, over-the-counter products, and supplies, we also provide a wide array of specialized services including:**

- Admission Medication Reviews
- Vaccination Programs – Influenza, Pneumonia, COVID, RSV, etc.
- Consultant Pharmacist Medication Management
- Antimicrobial Stewardship
- Donations– Items that do not qualify for credit, rather than being destroyed are donated to two non-profit charitable pharmacies in Ohio.

## About the Authors



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**What do you get when two leprechauns have a conversation?**  
A lot of small talk.



**Why shouldn't you iron a four-leaved clover?**  
You don't want to press your luck.