

Carvajal Pharmacy Fills 50% More Prescriptions with TigerText

Customer Case Study



50% LESS TIME
SPENT FILLING
PRESCRIPTIONS



LESS TIME WASTED ON
THE PHONE → MORE
TIME WITH PATIENTS



DEA AND HIPAA
COMPLIANCE

ABOUT THE ORGANIZATION

Carvajal Pharmacy LTC is a long term care pharmacy servicing numerous retirement centers, nursing homes, hospices, group homes, agency shelters, mental health clinics, and various other businesses across the state of Texas. In addition, Carvajal Pharmacy operates four retail pharmacies to serve their patient's needs. For over 40 years, Carvajal Pharmacy has offered quality, caring pharmaceutical service by providing businesses every day with caring, timely, knowledgeable, and innovative service.



Customer Profile

A central challenge facing any pharmacy is how to streamline communication with clinicians to fulfill time-sensitive prescriptions quickly, accurately, and in a compliant manner. It's an especially pressing issue for pharmacies serving hospices. Not only do hospice patients need medicine quickly, but the drugs they require are often powerful narcotics regulated by the United States Drug Enforcement Agency (DEA). Compliance violations in this area can run as high as \$10,000 per incident, not to mention the bad publicity they inevitably bring.

The Challenge

While Carvajal has always looked to provide timely service to its customers, they also have to follow a strict workflow to stay in compliance when filling narcotics prescriptions. This requires multiple conversations with doctors and their staff in order to fulfill a prescription.

According to Dr. Reuben Tenorio, a local hospice physician, communicating with any pharmacy is a timely and painful game of phone tag. Typically, he gets a voicemail from a nurse about a patient who needs a change in his or her prescriptions. Tenorio has to call the nurse back to give the ok. The nurse then calls the pharmacy who, in turn, calls the doctor again to verify the prescription. Next Dr. Tenorio has to fax over a formal copy of the order. When you multiply this by numerous patients, it adds up to a great deal of time wasted by the physician, nurse, and pharmacy. "We were getting really concerned and frustrated about timing," explains Tran, a pharmacist. "There was a lot of waiting around for callbacks. And for a hospice patient, even a small delay can be a problem."



I'd estimate that since we started using TigerText, we are filling prescriptions 50% faster... we're glad we have TigerText, it gives me great peace of mind knowing that we're following the rules.

Ngoc Tran, Pharmacy Manager, Carvajal Pharmacy



Requirements

With a shift towards value-based care and outdated technologies proving to be more and more challenging, Carvajal decided it was time to find an easy-to-use, comprehensive, communication solution that could improve its workflows, and keep the pharmacy compliant with industry regulations. Specifically, the solution had to:

- **Streamline current workflows and speed up communication**
- **Be easy to use and deploy**
- **Work across multiple platforms**
- **Be secure and compliant with DEA protocols and other industry regulations like HIPAA**

The owner of Carvajal, Charles Carvajal, researched several options and ultimately concluded that TigerText was the best solution for his team. In addition to streamlining workflows, it offered a secure tool, premium level support, and a simple interface made up of healthcare-specific features.

Benefits

TigerText was quickly deployed to both the pharmacy staff and physicians that regularly call into the pharmacy. Now, rather than making several phone calls to fill a prescription, pharmacy staff can get in touch with their clinical clients via TigerText. The doctors and their staff can receive, review and send requests and approvals using TigerText, removing the painful game of phone tag from the process. TigerText has streamlined the communications and workflow and enabled Carvajal to realize several important benefits:

- **Pharmacy cut the time it needs to fill prescriptions for doctors by 50%**
- **Doctors spend less time on the phone and more time caring for patients**
- **Carvajal remains in full compliance with DEA and HIPAA standards**



TigerText is immensely valuable to me as it saves me a significant amount of time. It cuts a lot of unnecessary phone calls, which allows me to focus more time on my patients and give them the care they need.

Dr. Reuben Tenroio, Hospice Physician



Conclusion

Carvajal Pharmacy adopted TigerText to save time and overcome communication challenges posed by a strict regulatory environment. With the new system in place, the pharmacy has been able to streamline its workflows and focus on doing what it does best: provide timely medicine for those who need it most.

About TigerText

As healthcare's largest provider of clinical communication solutions, TigerText helps physicians, nurses and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs and improving patient outcomes. With 5,000 facilities, 99.99% uptime and over a million messages processed each day, TigerText continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call and scheduling solutions. The company's commitment to customer success is reflected in its broad support organization that works directly with customers at every stage to streamline communication workflows and achieve the highest possible ROI.

Contact Us

To schedule a demo or learn more about how TigerText can improve clinical communication efficiency for your organization, contact us.

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