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Boost Your Vaccination Business by Streamlining Processes

By Christine Blank



YOUR IMMUNIZATION
SOFTWARE

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PHARMACY SOFTWARE.**



Liberty Software is ready to help your pharmacy make immunizations simple and automate mundane record keeping tasks. Streamline immunization workflow and demystify immunization billing with tools that are built into our pharmacy management platform.

- One-step simplified immunization billing
- Patient immunization and appointment scheduling
- Automated immunization registry reporting included with no additional monthly cost
- Flexible and powerful immunization workflow setup
- Outbound patient communication
- Dose management for multi-dose immunizations
- And, of course, eCare plans for immunizations

Liberty
SOFTWARE

PHARMACY SOFTWARE FOR
PHARMACY SUCCESS

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Since the start of the COVID-19 pandemic, Liberty Software's open-source system has been helping pharmacists and pharmacy professionals like Raj Chhadua, principal managing partner of ReNue Pharmacy Group in Dallas/Fort Worth, Texas, reduce expenses and obtain new business.

Before COVID-19, patients could come in anytime to get a vaccine; they simply filled out a form, and pharmacists would enter it into the system, Chhadua explained. However, during the pandemic, "we don't want a lot of patients sitting in the waiting room." Now, patient consent forms are filled out online, Liberty's system obtains the information from ReNue's portal, and pharmacists can process them "immediately," Chhadua noted.

Liberty's system also allows for easy transfer of COVID-19 testing conducted at the pharmacies to ReNue's medical billing company.

Plus, ReNue began offering telepharmacy services during COVID-19 after Liberty "quickly created a solution for us at no additional cost," Chhadua said.

"All 3 of these made us more efficient and allow our employees to do more things that are revenue drivers, rather than having to do 10 things in the system," Chhadua explained. "Liberty helped us get additional patients and reduced our expenses.

"COVID-19 has changed our business so rapidly, and Liberty works very quickly to adjust to the needs of the pharmacy," Chhadua added. "Plus, it's an open-source system, and with other systems, there is always a roadblock."

Immunization appointment scheduling and other features offered through software like Liberty's are increasing independent pharmacists' profitability, said retail pharmacy industry veteran Bruce Kneeland.

In the wake of COVID-19, Kneeland said he and community pharmacists have become increasingly aware of how important it is to have pharmacy software that contains an appointment scheduler, with features that help pharmacists manage their immunization program and interact with state immunization registries. One solution is Liberty Software, which allows pharmacy staff to record the vaccination—whether it is COVID-19, influenza, shingles, or any other vaccine—while simultaneously allowing the pharmacist to see vaccine records for that patient.

"The Liberty platform knows how to communicate with the state's immunization information system so anyone else who accesses your medical records will know you got the vaccine," Kneeland said, adding that the system will also point out those customers who have not yet received their vaccine "so you can approach those people about getting it."

Sara Massey, PharmD, a staff pharmacist at Caldwell Discount Drug in Wynne, Arkansas, agreed with Kneeland, saying that Liberty's software has helped boost the number of pharmacy customers getting vaccinated, and consequently, improved the pharmacy's profitability.

"We can send out blast text messages or emails saying, 'Flu shots are here, so come in.' We use that part as a marketing tool, and I think it's played a part of increasing that business," Massey said.

Vaccinations are a big part of Caldwell's overall business, especially during influenza season, according to Massey. She said the pharmacy has also been administering a "ton" of COVID-19 vaccines since they became available and has provided many other vaccines such as pneumonia and hepatitis for many years.

Pharmacists utilizing Liberty Software can see patients' immunization history with "one click, without having to log into a different website," Massey said.

"We run our immunizations through like prescriptions, and they integrate with our state immunization registry. It has all the entry points we need to put in our state registry and goes to where all providers can see that," Massey explained.

Liberty Software's appointment scheduling software has helped Meadowbrook Rx Pharmacy in Novi, Michigan, boost its COVID-19 vaccine business, according to owner Vilpesh Patel.

"We help at [COVID-19 vaccine] clinics at churches and temples, vaccinating 600 to 700 people at one time," Patel said. "However, most people would not show up for the second dose."

Now, by utilizing the Liberty Software's autopopulating feature, patients are sent a text or phone message reminding them to come to the pharmacy for the second dose (and now a third booster shot, in some cases). "It works way better with reminders; it's a great feature we never had before. We don't have to pick up the phone and call the patient," Patel said.

Max Caldwell, owner of Caldwell Discount Drug, has been using Liberty Software at his pharmacy for

a quarter of a century. "It is [really user] friendly... especially for me as an older pharmacist," Caldwell said. "What I like about it is we have all the patient's information on one page—not just the [basic] patient information, but also accounts receivable information, doctors' information, the medication list. You don't have to flip back and forth from page to page; it is [really] easy to maneuver."

Streamlining pharmacy efficiency is crucial, as the pandemic has clearly demonstrated. Caldwell said that software like Liberty's can improve efficiency in many ways. "You can add patients very quickly, and it is easy to establish if patients are in nursing homes or in the general public. You can add them to the facility they are in and do reports by the facility," he noted.

Finding pharmacy software that is on the "cutting edge" of interfacing with other platforms such as each state's immunization registry is key, said Dennis Song, RPh, owner of Flower Mound Pharmacy, a compounding pharmacy in Texas that also uses Liberty Software. "[Liberty] is a common shared platform so we don't have to go out of our system; it is already interfaced there," he said.

Facilitating Pharmacist-Physician Communication

More pharmacies are also utilizing software like Liberty's to communicate in eCare plans, which

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Vilpesh Patel, owner

Other Efficiency and Profit-boosting Features Built Into Liberty Software^a

Pharmacy task management: Schedule one time or reoccurring tasks for yourself or staff. Keep the pharmacy organized and provide better follow-up to patients.

Average wholesale price (AWP) reclaim: Review and rebill claims that third parties paid using outdated AWP's. Select a few claims, or rebill all with the press of a button.

Manufacturer coupon management: Attach coupons to drugs and automatically process them during prescription processing.

Inventory control: Puts pharmacists back in control with an easy-to-use Want Book, support for multiple vendors, automatic order creation, and integrated ordering with wholesalers.

Direct and indirect remuneration (DIR) fee monitoring: View the impact of DIR fees on the pharmacy and the estimated DIR fees on paid claims and in profit reports.

Extensive reporting: The system comes preloaded with many relevant reports, and its flexible report designer allows pharmacists to easily create reports for their pharmacy's needs.

^aSourced from LibertySoftware.com.

allows the pharmacy system to populate a template that communicates with the physicians' electronic medical records (EMR) systems so that physicians and pharmacists can seamlessly share information, according to Kneeland.

Flower Mound Pharmacy utilizes some of the EMR features that allow physicians to easily communicate with the pharmacy. "The interface with the physicians [is invaluable]," Song said. "The last thing they want to do is go out of one platform into another platform.

"We collaborate very closely with the physicians. The pharmacy has been here 25 years, and we don't want to lose those personal relationships with the physicians and staff," Song added. As a result, the pharmacy still calls and faxes physicians regarding medical notes, questions, and prescriptions.

Liberty's e-prescribing software smoothly connects with the state's vaccine reporting system, Patel noted. And refills are handled automatically to streamline the process.

"Ninety-five percent of our inbound prescriptions are e-prescribing. The system we had before didn't notify us when there were no refills remaining," Patel said. "Now the system will automatically ask if we want to send a refill request to the doctor."

The Client Experience

Liberty Software's 5-point verification and tall man lettering patient safety process has eliminated all medication errors at Meadowbrook Rx Pharmacy, Patel said. "Everything is being double- or triple-checked before the patient picks up the prescription. We also verify the patient's name and date of birth at the register."

Prescription Verification

Verification

Checked Edit Rx Notes Clinical SmartCheck Workflow Notes Indications Pickup Notification Adverse Effects Hazardous Drug Unit Dose Auxiliary Labels Label Print Cancel Profile Text Message Email Message Voice Message Optimum Therapeutic Solutions Ortho Molecular Products

Script Tickets Count Image

New Rx

PATIENT
GARCIA, BETTY
 Date Of Birth: 09/26/1985
 Gender: F
 SocialSecurity: 518789455
 1013 TENNYSON DR, APT 708
 SOUTHLAKE, TX 76092
 PrimaryTelephone: 8179237924

PRESCRIBER
JONES, HENRY
 DEANumber: FM2249109
 NPI: 1952329682
 800 Main Street
 GRAPEVINE, TX 76051
 PrimaryTelephone: 8175554612

MEDICATION PRESCRIBED
GLIPIZIDE 10MG TAB
 NDC: 00781145310
 Strength: 240
 Strength Form: C48542 - Tablet
 Strength Unit of Measure: C28253 - Milligram
 Quantity: 30
 Code List Qualifier: 38 - Original Qty
 Unit of Measure: C48542 - Tablet
 Days Supply: 30
 Written Date: 10/20/2021
 EffectiveDate: 10/20/2021
 Substitutions: 0 - No Product Selection Indicated
 Refill Quantity: 5
 Directions: Take 1 Tablet Daily

RPh Check **NEW** **258947 00**
 10/20/21 10/20/21

Patient: GARCIA, BETTY
 DOB: 09/26/1985 Age: 30
 (817) 923-7924

Allergies
 (004) ASPIRIN
 (581) ARIPIPRAZOLE

Prescriber: JONES, HENRY
 NPI: 1952329682 DEA: FM2249109 D
 Phone: (817) 555-4612 Fax: (817) 488-2861

Drug: GLIPIZIDE 10MG TAB
 Form: TAB Strength: 10MG Pack Size: 1000
 NDC: 00781-1453-10 Stock: 2265
 Generic for: GLUCOTROL

3 Drug Interactions
1 Pregnancy Contraindications
1 Breastfeeding Contraindications

Qty Disp: 30.000
Qty Written: 30.000
Days Supply: 30
Refills Auth: 5
Origin: 3 - Electronic
DAW: No Product Selection

TAKE 1 TABLET DAILY

Primary	ACQ	Ins	Copay	Net	Est Net
UHEALTH	\$0.67	14.33	\$10.00	\$23.66	\$21.69

Verify NDC:

Entered by: VINCE

Counted by:

Pharmacist: VL

When there are drug interactions with a patient’s prescriptions, the system generates a “hard stop,” requiring pharmacists to check on the interactions and talk with the patient before giving them the prescription. “This is a really good feature. It’s mandatory to talk to the pharmacist and communicate effectively with them,” Patel said.

It is also easy to add in a new doctor by using their National Provider Identifier (NPI) number or by

typing a few letters of their last name to see relevant matches, Caldwell explained.

Shortcuts to obtaining information are also helpful, noted Caldwell. For example, when printing medication information for patients, pharmacists can type ZP for ZPACK, and the full description is printed.

In addition, with Liberty Software’s built-in Advanced Bin Management, when patients come

“We have a very outcomes-focused approach and [care] for the patient. We are not just dispensing. The software allows us to enhance that.”

Dennis Song, RPh, owner of Flower Mound Pharmacy

in to pick up their prescription, pharmacists enter their name “and the system tells us which bag the prescription is in. So if we type in Joe Smith, we don’t have to go looking through all the [“S” names],” Caldwell said.

Refills and refill management tools are also a welcome component of the Liberty platform. Plus, patients’ adherence numbers are displayed graphically for quick reference.

Liberty Software also prints accounts receivable in alphabetical order, and each facility is designated into its own group “so we can separate every facility into its own statement bag,” Caldwell said. In addition, pharmacists can set the system to print accounts receivable the following day, instead of at the end of the evening like the software Caldwell previously used. “It saves pharmacists’ time,” he said.

The software also sends text messages and recorded voice calls to patients when their prescriptions are ready. “We can send out automated text messages or voicemails if they choose to enroll in that,” Massey noted, adding that she appreciates the software’s integration with the pharmacy phone system. “[Patients] enter their refills, and it goes right into our Liberty cue. Or when doctors leave messages, it’s all integrated.”

Song said that Flower Mound Pharmacy has been utilizing the software to dispense prescriptions, to enhance customer service at the front end/cashier for prescription and OTC products, and to communicate with physicians on medication interactions and other items.

“We are doing a lot with herbal supplements, in-store clinical testing, and compounding hormone prescriptions. We use that software kind of as a documentation tool,” Song noted.

For example, a physician refers a patient to the pharmacy for elevated cholesterol. Pharmacists use the software to enter the patient’s demographic history, social history, and medical history, and then they create an assessment and health eCare plan.

“We also use the software to scan the documents, such as lab results,” Song said.

The software can do “anything we are doing manually right now,” he added. That includes notes the pharmacists want to convey to the patient. For example, certain prescription medications such as metformin could lead to nutrient depletion. When the patient picks up their prescription for metformin, the system alerts the cashier that the patient may need an evaluation to determine if they need to supplement with nutrients.

“We have a very outcomes-focused approach and [care] for the patient. We are not just dispensing,” Song said. “The software allows us to enhance that.”

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Pharmacy software that works with your pharmacy's workflow – not against it.

Liberty Software is dedicated to helping community pharmacies enhance patient care, increase patient safety, and improve profitability.

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