MEDHX CASE STUDY

Boston Medical Center Increases Efficiency Across Pharmacy Department, Reduces time to Gather and Confirm Home Med List by 30%

Introduction

This case study of Boston Medical Center is based on an August 2020 survey of MedHx customers by TechValidate, a 3rd-party research service.

> "With MedHx we are seeing increased efficiencies across the pharmacy department while improving our ability to reduce Adverse Drug Events (ADEs). For one patient, we identified a potential duplication of insulin ordering from PCP and external diabetes specialist. The patient never mentioned that they were seeing an outside specialist but with Dr. First we were able to add the insulin to the patient list and monitor."
>
> Vinh Nguyen
> Pharmacy Operations Manager

Challenges

Main reasons for implementing MedHx at their organization:

- To decrease inefficiencies and errors associated with manual data entry for new home meds
- To access fill data from local, and independent pharmacies
- To use as part of overall efforts to improve medication reconciliation

Before implementing MedHx it typically took 30-44 minutes to collect, verify, and document a patient's medication history.

Use Case

Satisfaction with the implementation of MedHx at their facility:

- Knowledge and performance of the implementation team: **extremely satisfied**
- Implementation team's understanding of their clinical workflow needs: **extremely satisfied**
- Process to benchmark satisfaction and identify key performance indicators prior to go live: **extremely satisfied**
- Implementation team's availability to answer questions and ability to solve problems in a timely manner: **extremely satisfied**
- Implementation team's ability to support the go-live in a timeframe that best met your organizations needs: **extremely satisfied**

Results

After implementing MedHx with SmartSig, they are able to receive 0-25% more more patient medication history.

With additional patient data it now typically takes 15-29 minutes to collect, verify, and document a patient's medication history.

The value of MedHx to each of the different user roles at their hospital:

- Pharmacy: **extremely valuable**
- Doctors: **valuable**
- Clinical leadership: **valuable**

Company Profile

Company:
Boston Medical Center

Company Size:
Small Business

Industry:
Healthcare

About MedHx

MedHx with SmartSig closes the gaps in gathering medication history for reconciliation and reduces treatment errors by delivering more accurate, more comprehensive medication history data in just seconds.

Learn More:

 DrFirst