

# Covenant Hospital

## Introduction

This case study of Covenant Hospital is based on a July 2020 survey of MedHx customers by TechValidate, a 3rd-party research service.



“By using MedHx with SmartSig we are spending less time gathering, confirming and documenting a home medication list.”

“MedHx has improved our ability to reduce Adverse Drug Events (ADEs).”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select MedHx:

- Main reasons for implementing MedHx at their organization:
  - To improve accuracy and completeness of the home/prior-to-admission medication list
  - To consolidate medication history data drawn from multiple sources into local terminology for easy import
  - 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
- Confirmed that before implementing MedHx it typically took 60 minutes or more to collect, verify, and document a patient's medication history.

## Use Case

The key features and functionalities of MedHx that the surveyed company uses:

- Satisfaction with the implementation of MedHx at their facility:
- Confirmed that they do have a need to track medication adherence on a population or panel of patients, like hypertension patients, diabetic patients, frequent flyers, or generally high-risk patients.

## Results

The surveyed company achieved the following results with MedHx:

- The value of MedHx to each of the different user roles at their hospital:
  - Pharmacy: extremely valuable
  - Nursing: extremely valuable
  - Doctors: extremely valuable
  - Informatics: extremely valuable
  - Clinical leadership: extremely valuable
- Confirmed that after implementing MedHx it typically takes 15-29 minutes to collect, verify, and document a patient's medication history.
- Confirmed that after implementing MedHx with SmartSig, they are able to receive 75-100% more patient medication history.

### Company Profile

Company:  
**Covenant Hospital**

Company Size:  
**Medium Enterprise**

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.

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