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Customer Profile : Carvajal Pharmacy

How do you streamline the process of communicating with clinicians to fulfill time-sensitive prescriptions and still stay compliant with complex regulations? This is a central challenge for any pharmacy, but it's especially pressing for those that serve hospices. Not only do hospice patients need medicine quickly, 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.

Carvajal Pharmacy has been facing this challenge for over 40 years. As a family-built-and-run business based in San Antonio, Texas, it has more than 70 employees who serve retail customers as well as hospices, skilled nursing facilities, mental health clinics, and more.

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. Dr. Tenorio then has to fax over a formal copy of the order. When you multiply this by multiple patients, it ends up eating up a lot of the physician and his staff's time, not to mention the pharmacy he is communicating with.

The pharmacy saw this as a problem too. "We were getting really concerned and frustrated about timing," explains Tran. "There was a lot of waiting around for callbacks. And for a hospice patient, even a small delay can be a problem."

Carvajal Pharmacy at a Glance

Organization Size:
70 Employees

Category:
Pharmacy

Major Concerns:
- Streamline Communications
- HIPPA Compliance
- DEA Compliance
- Time and Efficiency

Solution:
TigerText

Benefits:
- 50% Time Savings in Filling Prescriptions
- Improved Workflow
- Compliance with DEA and HIPAA Regulations
- Peace of Mind

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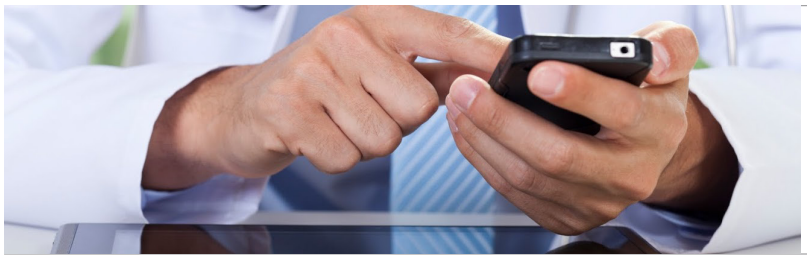
Additional Requirements

With the rise of smartphones and texting becoming a preferred method for communication, Carvajal decided in 2012 it was time to find a new communication solution that could improve its workflow, be easy to use for all parties involved, and keep the pharmacy in compliance with industry regulations. Specifically:

- The solution had to be much faster and streamline current workflows
- Since they wanted adoption by doctors and their staff, the solution had to be easy to use and deploy
- It had to work across multiple platforms, as they need to be able to reach doctors no matter what kind of smart phone they had
- It had to be secure and compliant with DEA protocols as well as other industry regulations like HIPAA



Carvajal Can Now Quickly Receive Doctors' Requests and Send Approvals Using TigerText. No More Costly Time Spent Playing Phone Tag.

> *I'd estimate that since we started using TigerText we're filling prescriptions 50% faster.*
>
> *- Ngoc Tran, Pharmacy Manager, Carvajal Pharmacy*

Charles Carvajal, the owner of the pharmacy, researched several options and concluded that TigerTextPRO was the best solution. In addition to streamlining workflows, it had the encryption, broad support, and simple interface that the company required.

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 back to the pharmacy, 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:

- The pharmacy has cut the time it needs to fill prescriptions for doctors by 50%
- Doctors can spend less time on the phone and more time caring for patients
- Carvajal remains in full compliance with DEA standards
- Industry-leading encryption capabilities help the pharmacy stay HIPAA compliant as well

Conclusion

Carvajal Pharmacy adopted TigerTextPRO 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.

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

– Dr. Reuben Tenroio

"We're glad we have TigerText," adds Tran. "It gives me great peace of mind knowing that we're following the rules."

- Ngoc Tran, Pharmacy Manager, Carvajal Pharmacy

About **TigerText**

TigerText provides secure, real-time mobile messaging for the enterprise, empowering organizations to work more securely. TigerText's encrypted messaging platform keeps communications safe, improves workflows, and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 5,000 facilities and four of the top five largest for-profit health systems in the nation, including Universal Health Services, rely on TigerText to comply with HIPAA and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.

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