Lexmark Introduces Pharmacy Order Assistant Solution

Solution fills paper-based gaps in pharmacy order workflows in healthcare organizations, protecting patient safety and compliance.

Lexmark International Inc., a global imaging solutions leader, today announced Lexmark Pharmacy Order Assistant, a solution that fills the paper-based gaps in pharmacy order workflows, allowing users to process complex, paper-based pharmacy orders from their existing Lexmark smart multi-function printer (MFP) for increased accuracy, speed and safety.

"When it comes to processing pharmacy orders, safety, accuracy and efficiency are of utmost importance," said Marty DeGraff, director, Lexmark Healthcare Solutions. "While many healthcare organizations use Clinical Provider Order Entry (CPOE) for processing pharmacy orders, some orders are too complex for CPOE and others come in on paper. These orders require manual steps that increase the risk for delays, errors and confusion that can compromise patient safety and compliance. We designed Lexmark Pharmacy Order Assistant to help fill the paper order gap."

Lexmark Pharmacy Order Assistant enables clinicians to effortlessly process the complex, paper orders that fall outside the CPOE system, replacing the standard fax process with one that converts handwritten forms into truly digital files. By leveraging the Lexmark Smart MFP—a device that's simple to use and familiar to hospital staff—the solution simplifies routing and tracking, and allows the order to be accessible electronically. As a result, the order can be retrieved and reviewed by all required parties, for greater collaboration and increased visibility across the organization.

To help ensure patient privacy, Pharmacy Order Assistant uses a closed-loop, controlled process designed to secure sensitive patient information from the beginning. Through digitization, the solution helps prevent document loss and misuse, and helps ensure that only those approved staff are able to access them. The solution can also serve as a back-up to CPOE should that application be down.

The solution can be customized to meet the unique needs of the healthcare organization. Customizable icons can be added to the MFP interface for orders, scheduling requests or cases to simplify and tailor usage to the specific needs of the healthcare delivery organization.

Lexmark introduced its original Pharmacy Order Management software in 2005. The 2018 solution is based on a second generation technology with the underlying framework being used in top Global 2000 corporations.

"Lexmark brings more than 20 years of industry experience to over 1,400 hospitals in North America and implements solutions for all major healthcare management systems," said Allen Waugerman, Lexmark senior vice president and chief technology officer. "Drawing upon our deep industry expertise, Lexmark Pharmacy Order Assistant allows our customers to leverage the power of their existing Lexmark smart MFP to bridge the paper order gap, improving the pharmacy order process and helping ensure patient safety."

Supporting Resources

Learn more about [Lexmark Pharmacy Order Assistant](#).

Find out how Lexmark [Healthcare Solutions](#) can transform your operations.

See Lexmark Pharmacy Order Assistant in action at [HIMSS18 in Lexmark booth #4232](#).

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