



Improving Long-Term Care Pharmacy Delivery Efficiency and Compliance

*Real-world benefits from **SDS Rx and FrameworkLTC** integration, including streamlined audits and better patient care*

Resolve
**AUDIT
REQUEST**
to **1 HOUR**

If a medication is
MISPLACED, we
can immediately
IDENTIFY
WHO signed it,
WHEN
&
WHERE
NOW



Resolve a
FACILITY
QUESTION in
3 MINUTES
instead of
THREE DAYS

Executive Summary

Long-term care pharmacies face significant logistical challenges, from meeting regulatory compliance to ensuring efficient and accurate medication delivery. To address these issues, SDS Rx partnered with SoftWriters to integrate its delivery solutions with the FrameworkLTC pharmacy management system.

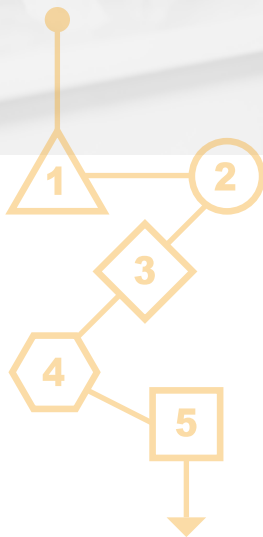
This integration streamlines workflows, reduces audit preparation time, minimizes delivery errors, and improves transparency. SilverMed Pharmacy, the pilot customer, saw transformative results, including faster audits, enhanced compliance, and operational efficiency gains. By automating manual processes and enabling real-time data exchange, SDS Rx empowers pharmacies to focus on what matters most: delivering timely, reliable patient care.

Long-Term Care Pharmacy Industry Challenges

Long-term care pharmacies face operational hurdles that can hinder efficiency, compliance, and patient care. Common challenges include:

- **Compliance Complexities:** Navigating DEA regulations and frequent insurance audits.
- **Operational Inefficiencies:** Manual processes prone to delays and errors.
- **Chain of Custody Gaps:** Paper-based workflows lacking accountability and transparency.
- **Patient Safety Risks:** Delays or errors in medication delivery impacting patient outcomes.

Recognizing these challenges, SDS Rx partnered with FrameworkLTC to create an integrated solution with Softwriters. The goal was clear: reduce errors, enhance reliability, and streamline operations to meet the evolving needs of long-term care pharmacies.



The SDS Rx and FrameworkLTC Integration

The SDS Rx integration with FrameworkLTC creates a seamless data connection between pharmacy operations and delivery logistics. When pharmacists generate delivery manifests in FrameworkLTC, the details are transmitted via Framework Courier to SDS Rx's e-Courier platform. The result is a streamlined, paperless process that improves accuracy and efficiency.

How It Works

- 1. Manifest Creation:** Pharmacists generate manifests in FrameworkLTC, selecting SDS Rx as the courier. Delivery details are automatically sent to Framework Courier and integrated with SDS Rx's e-Courier platform.
- 2. Data Transmission:** Framework Courier sends all necessary data to SDS Rx for route planning and package tracking.
- 3. Package Pickup and Scanning:** Drivers scan barcoded packages at pickup to verify accuracy. Any discrepancies are resolved before departure.
- 4. Delivery and Signature Capture:** At the delivery point, packages are scanned, and electronic signatures are collected. Additional notes or photos can be added as needed.
- 5. Real-Time Updates:** Delivery and proof-of-delivery (POD) data are updated in FrameworkLTC within minutes, enabling immediate access for pharmacy staff.

By digitizing workflows and automating data transfer, the integration eliminates paper-based processes, reduces errors, and enhances transparency. Pharmacies gain immediate access to delivery records, simplifying audits and enabling faster discrepancy resolution. This integration empowers pharmacies to operate more efficiently, comply with regulatory requirements, and focus on delivering exceptional patient care.

Real-World Benefits of the Integration

In 2022, SilverMed Pharmacy, a rapidly growing long-term care pharmacy, partnered with SDS Rx as for the FrameworkLTC integration and is now recognizing these benefits:

1 Streamlined Compliance & Accountability

The digitized proof-of-delivery system ensures every delivery is logged, tracked, and accessible for audits, significantly improving compliance readiness.

“We went from spending days searching for delivery records to resolving audit requests in just an hour. Having everything tracked digitally is a game-changer.”

– Charles Porter, CEO of SilverMed Pharmacy

2 Enhanced Operational Efficiency

Real-time data updates and barcode scanning reduce errors and improve overall efficiency.

- Faster access to delivery records means issues can be resolved quickly.
- Pharmacies save time and resources previously spent on manual tasks.

“The transparency this system offers is invaluable. We can answer facility questions in minutes instead of days, which improves both relationships and patient care.”

– Charles Porter

3 Improved Patient Safety and Satisfaction

Accurate, timely deliveries reduce disruptions, ensuring patients receive their medications without delay. Real-time visibility reassures nursing facilities and families.

“If a medication is misplaced, we can immediately identify who signed for it, when, and where. That’s a major win for our team.”

– Charles Porter

Case Study:

SilverMed Pharmacy's Transformation

About SilverMed

SilverMed Pharmacy, based in Woodway, Texas, provides specialized pharmacy services to skilled nursing and post-acute facilities, assisted living centers, and behavioral health facilities. Known for its personalized approach, SilverMed strikes the ideal balance between delivering comprehensive solutions and maintaining strong, customer-focused relationships.

In addition to their focus on operational expertise, SilverMed offers a wide range of clinical and compliance-focused consulting services, making them a trusted partner in long-term care pharmacy solutions.

SilverMed's Challenges

SilverMed faced key issues before implementing the integration:

1. **Manual, Paper-Based Processes:** Paper manifests were often lost or damaged, leading to inefficiencies.
2. **Time-Consuming Audits:** Preparing for audits took days of manual searching and record retrieval.
3. **Scaling Pains:** Rapid growth and onboarding of new facilities strained their operations.

“ Before the integration, audits were stressful and time-consuming. We relied on paper driver sheets that sometimes didn't even make it back to us. ”

— Charles Porter,
CEO of SilverMed Pharmacy

The Solution

In 2022, SilverMed Pharmacy, a rapidly growing long-term care pharmacy, partnered with SDS Rx as for the FrameworkLTC integration. The SDS Rx integration streamlined SilverMed's logistics by:

- Digitizing manifests and proof-of-delivery records.
- Implementing barcode scanning to create an airtight chain of custody.
- Syncing delivery data with FrameworkLTC in real-time.

The Results

1. **Faster Audit Preparation:**

Audit prep time was reduced from several days to 1-2 hours.

2. **Reduced Delivery Discrepancies:**

Barcode scanning significantly minimized errors.

3. **Improved Team Efficiency:**

Over 20 team members benefited from streamlined processes.

4. **Stronger Customer Relationships:**

Nursing facilities appreciated faster response times to delivery questions



The transition was seamless. SilverMed didn't need to change their processes—everything worked in real-time without disrupting their operations.



— Chris Taylor from SDS Rx Account Team



Having everything accessible in one place means we don't have to waste time searching for records.



We can quickly resolve issues before they escalate. That's made all the difference



This isn't just a win for compliance; it's a win for our entire operation.



When we can resolve a facility question in three minutes instead of three days, that's a huge difference.



Conclusion

The SDS Rx and FrameworkLTC integration addresses the critical challenges long-term care pharmacies face, from compliance complexities to operational inefficiencies. By digitizing workflows and enabling real-time updates, this solution empowers pharmacies to operate more effectively and provide better patient care.



- **Saves time and resources.**
- **Reduces errors and discrepancies.**
- **Enhances compliance and audit readiness.**
- **Improves relationships with facilities and patients.**



SilverMed Pharmacy's success demonstrates the transformative impact of this integration. For long-term care pharmacies seeking to improve their delivery processes, SDS Rx offers a proven, scalable solution that saves time, reduces errors, and ensures compliance. By adopting innovative logistics solutions, pharmacies can focus on what matters most—ensuring patients receive the care they need, when they need it.

