

eWebstercare Online Ordering & Communication System



Presented by



BACKGROUND

- “Efficient interaction between RCF’s and pharmacies is a crucial part of medication supply” ¹
- “In an average week, RCF’s reporting spending **4.87 hours (SE=1.5) ordering medications from the pharmacy.**”¹
- **9.6% of a pharmacists time** was spent on calls to facilities; focused on clarification of orders, dosage changes, enquiries regarding ceased medications & where medications were ²

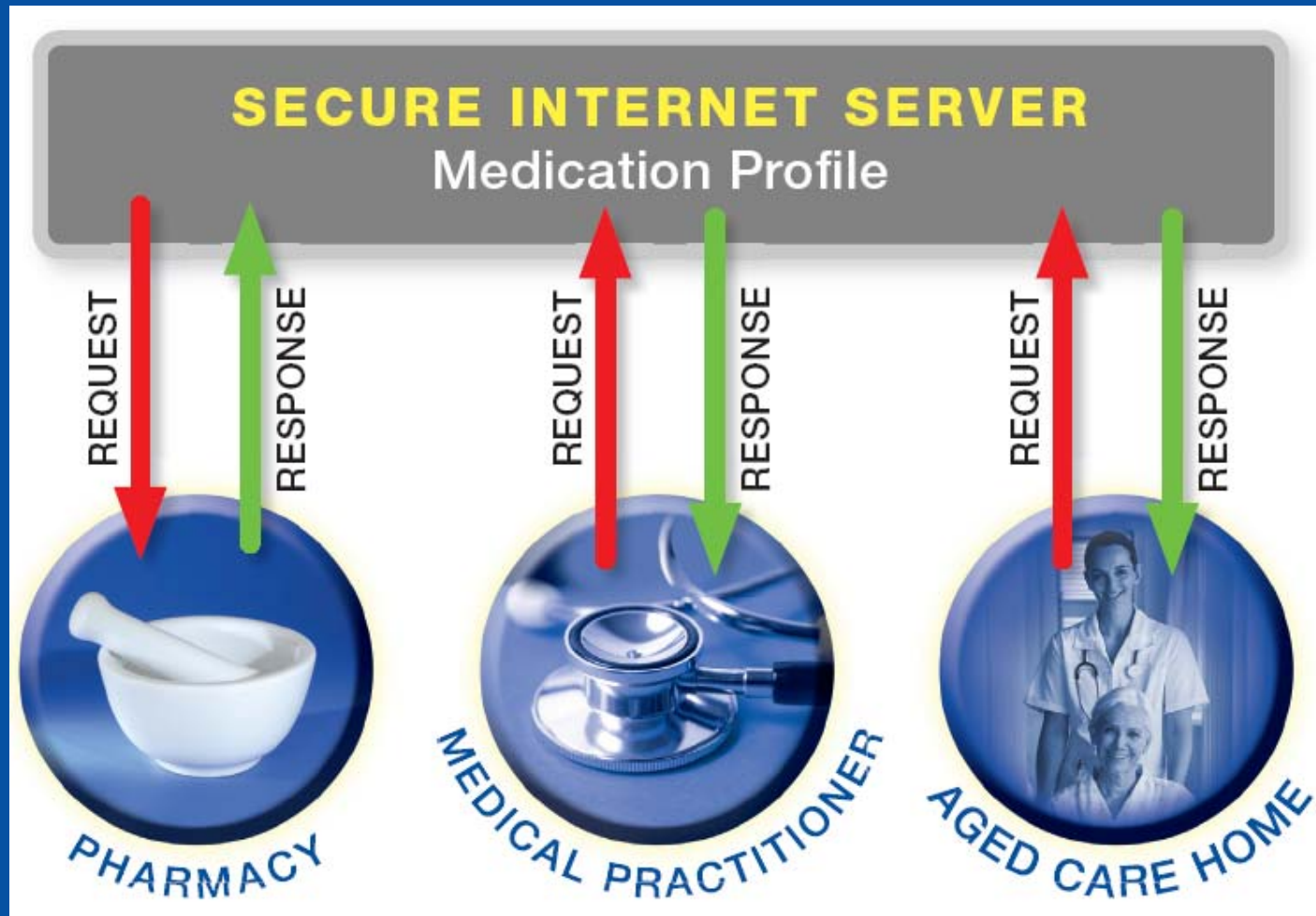
¹Roberts, M. S. (2004). *Effectiveness and cost effectiveness of dose administration aids (DAAs): Final report*. Brisbane, QLD: Quality Presentation Care Pty Ltd & Therapeutics Research Unit, University of Queensland, Princess Alexandra Hospital.

²Study into the Cost of Supplying DAAs to an Aged Care Facility, Jan 2005, Metropolitan Pharmacy Services

OBJECTIVES

- More **efficient communication** between pharmacies, Aged Care Homes & Doctors
- Streamlined **online ordering** system for medications
- Visibility of **resident profile** for nurses & doctors
- **Accessibility** from Aged Care Home & Doctor's practice
- **Intuitive & easy** system to use

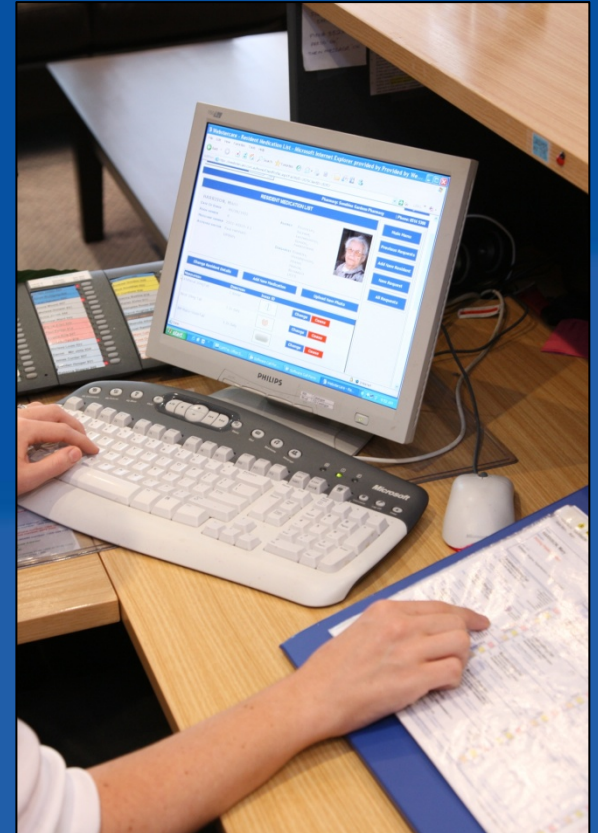
SECURE DATA TRANSFER



- Centralised Medication Profile
- Secure transfer of data between Pharmacy, Aged Care Home & Doctor

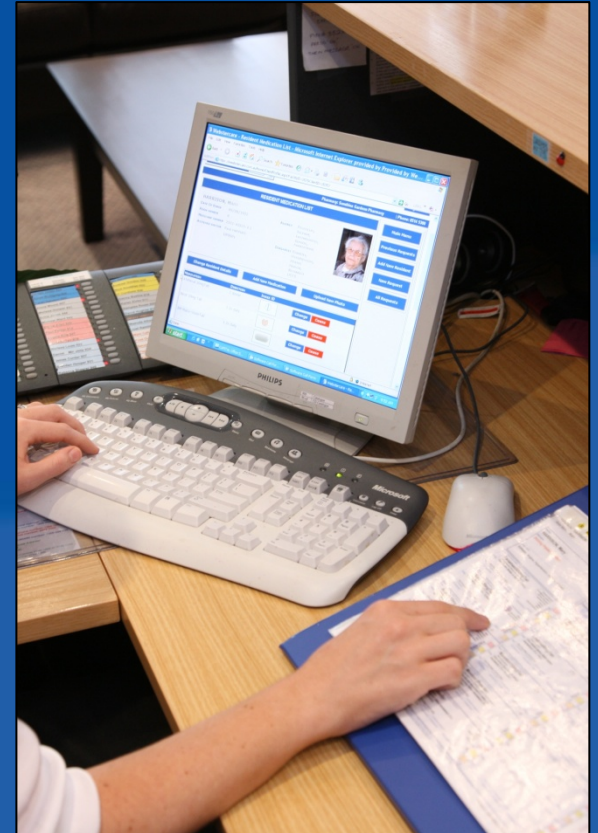
FEATURES

- View the current medication profile
- View demographic details for a resident
- Reorder PRN & Non-packed Items
- Communicate medication chart changes electronically & send relevant documentation



FEATURES

- Track all requests sent
- Monitor progress of requests
- Add details for a new resident admission
- Upload new resident photos
- Communicate general messages with the pharmacy; for example patient in hospital



BENEFITS

- ↓ Fewer phone calls
- ↓ Less time sending faxes
- ↓ Less risk of transcribing errors
- ↓ Eliminates duplication of orders
- ↓ Save time with orders
- 👍 Audit trail of what has been ordered
- 👍 Time saved means more time with residents



NURSES FEEDBACK

“Like placing the orders because it is so easy”

“There is a record of what has been ordered.”

“Enjoy ordering online”

“Definitely a more professional way”

“Much faster to order”

“Less faxing, no need to fax when something is a re-order.”



DOCTOR FEEDBACK

“Consistent - GP, home and pharmacy all working from the same source of information.”

Love ability to refer to the patient profile when writing scripts and record any changes



PHARMACIST FEEDBACK

“Makes a big difference”

“Cutting down on faxes”

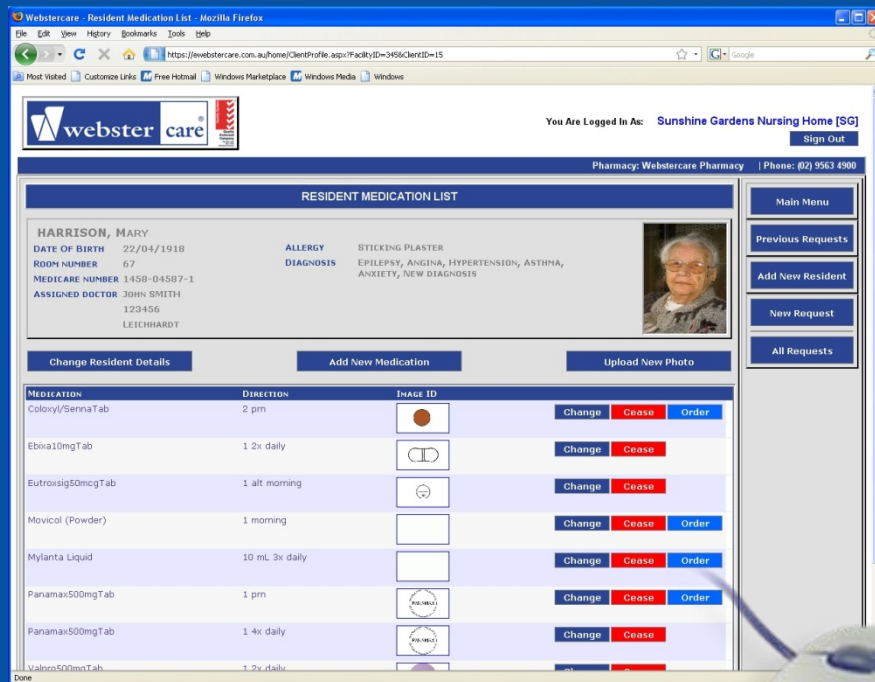
“More organised orders trickle through in the morning not all at once.”

“I love it”

“The main difference is the information coming through eWebstercare is more precise.”

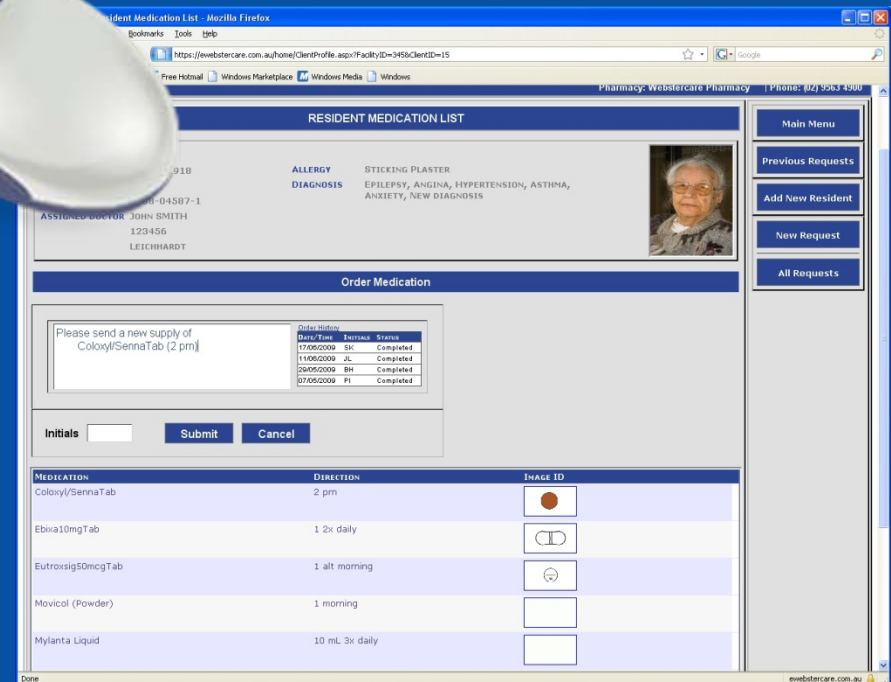
“Systematically work through one at a time until they are all done.”





- Upload Photos
- Add new admissions
- Alert pharmacy to important changes

- Web based communication
- Immediacy of information
- Access to all medication information



FURTHER INFORMATION

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