eWebstercare Online Ordering & Communication System

Presented by webster care
“Efficient interaction between RCF’s and pharmacies is a crucial part of medication supply”

“In an average week, RCF’s reporting spending 4.87 hours (SE=1.5) ordering medications from the pharmacy.”

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


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
• 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”

“Definitely a more professional way”

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

“Much faster to order”

“Enjoy ordering online”

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

“Cutting down on faxes”

“I love it”

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

“Makes a big difference”

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

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

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

Contact WEBSTERCARE

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