Bamboo Health

MARCROM'S PHARMACY CASE STUDY

Independent Pharmacy Uses PMP Gateway® to Make Compliant Dispensing Fast and Easy

Introduction

Tennessee pharmacists are required to check the Tennessee Controlled Substance Medication Database (CSMD) before dispensing controlled substances. In the rural city of Manchester, Marcrom's Pharmacy pharmacists are familiar with local prescribers and have few instances of questionable prescribing practices. However, maintaining compliance was a time-consuming process that took each pharmacist nearly 20 minutes to complete every day. As a result, they had less time to spend one-on-one with patients.

About Macrom's Pharmacy

Marcrom's Pharmacy is an independent pharmacy based in Manchester, TN. It has served thousands of patients since 1978 and is part of the statewide PMP Gateway® integration that first occured in 2020.

The Challenge

Maintain compliance while saving provider time to work directly with patients.

The Solution

Bamboo Health's PMP Gateway solution streamlines integrated system access to save critical time.

The Solution

The Tennessee Department of Health contracted with Bamboo Health to integrate CSMD information into approved electronic health records (EHRs) and pharmacy management systems (PMSs) using Bamboo Health's PMP Gateway service in 2020. Before this transition, pharmacies and healthcare providers had to log in to the CSMD web portal to query patient data. The Gateway integration simplified the process by automating the request to the CSMD and making the patient report available in the pharmacist's clinical workflow.

This largely eliminated the need for Tennessee pharmacists and providers to navigate to the CSMD website, log in and enter their patient's information. Instead, controlled substance prescription records may now be obtained within the clinical workflow inside the EHR and PMS.

For Marcrom's Pharmacy, this has meant more time for their pharmacists, less frustration with administrative tasks and more potential to catch interstate doctor shopping and polypharmacy risks.

The Impact

"From the pharmacy standpoint, [Bamboo Health] has done a great job! In a moment's notice we can see everything we need — even interstate data. It populates everything so I can find patients much easier. I only have to push three buttons and I'm there! The integration was so seamless and easy for us, and the learning curve has been very, very simple. At Marcrom's Pharmacy, we have two to three pharmacists here every day, and they each check the system eight to ten times per day. With the new integration, we spend a quarter of the time versus having to go back and forth between standalone systems. Now, we only spend 15-20 seconds to get something done. Having this data integrated into our workflow has been fabulous!"

- Richard Randolph, Pharm.D.
Marcrom's Pharmacy

15
second average time to query the system

3
button access for critical patient context

8–10
times the pharmacists must check the system per day

About Bamboo Health

Bamboo Health empowers healthcare organizations to improve behavioral and physical health outcomes through the most powerful care collaboration network with Real-Time Care Intelligence™. By providing real-time insights during pivotal care moments, clients are enabled to perform life-improving actions and deliver seamless, high-quality and cost-effective whole-person healthcare. From coast to coast, Bamboo Health partners with all major retail pharmacy chains, 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually. Visit BambooHealth.com to learn more.

Let's Connect

**Visit us at bamboohealth.com/contact/
or scan the QR code below**

Bamboo Health