



## PRISMA HEALTH CASE STUDY

### THE CHALLENGE

The state mandates prescribers to query SCRIPTS, the South Carolina prescription monitoring program (PMP) before writing or continuing a prescription for a controlled substance. South Carolina experiences a higher rate of opioid-related deaths than its neighboring states. Per CDC data in the [South Carolina Opioid Emergency Response Plan](#), there were 1,395 overdose deaths involving opioids in 2020, an increase of 59% from 2019. Recently, the state’s providers wrote 60.4 opioid prescriptions for every 100 persons, compared to the U.S. average of 46.7 prescriptions for every 100 persons.

Prior to integration, there was a separate login and querying process for SCRIPTS. “(Physicians) had to jump out to that site, look up information, review the patient report, and come back into workflow,” says Scottie Tooley, Manager of Ambulatory EMR Support at Prisma Health. “It required manual documentation of the fact that you had queried that database, in case we were ever audited. It just clicks and slowed them down.”

### ABOUT THE CUSTOMER

- The largest not-for-profit health organization in South Carolina, formed by the merging of Palmetto Health and the Greenville Health System in November 2017
- Serving more than 1.2 million patients annually
- Using Epic cloud-based electronic health record (EHR) system





## THE SOLUTION

Prisma Health turned to Bamboo Health to provide over 1,000 clinicians with access to SCRIPTS through EHR workflow using PMP Gateway. PMP Gateway makes accessing data and analytics easy by integrating it directly in the clinical workflows of major EHRs. This level of interoperability means that clinicians can access patients' prescription histories much faster (in a matter of a few seconds) and spend more face-to-face time with their patients.

## THE IMPACT

"That really helped to streamline the workflow to becoming much more of a one click experience, for being able to review information, automate documentation, and create a more compliant workforce," Tooley said.

### **Dr. Jeffrey Gerac**

*Chief Medical Information Officer  
Prisma Health - Upstate*

*"The overall sense is that PMP Gateway is working well and is a very helpful tool. There's been a tremendous push to change provider behavior on appropriate pain management, alternative pain management therapies, and non-opiates medications. So, having insight into everything the patient has received inside and outside of your organization, it is incredibly valuable at making an appropriate decision. We've definitely seen a very significant downward trend in total opiates prescribing over the last few years. Our providers can now easily query neighboring states' PMP in workflow. That's been a great help, too.*

*A combination of being able to check the PMP along with e-prescribing of controlled substances, it's definitely decreased the amount of fraud that we see. By far, the biggest satisfier is that I can click the link, I'll see the report, I'm done. And not have to go and log into a different system. It makes providers more inclined to actually take the steps of checking the database, because it is not difficult."*



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# About Bamboo Health

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Bamboo Health (formerly known as Appriss Health + PatientPing) is a healthcare technology solutions company, focused on fostering care collaboration and providing information and actionable insights across the entire continuum of care. As one of the largest, most diverse care collaboration networks in the country, our technology solutions equip healthcare providers and payers with software, information, and insights to facilitate whole person care across the physical and behavioral health spectrums. **By serving 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 37 health plans, 45 state governments, and over one million acute and ambulatory providers through more than 500 clinical information systems electronically, we impact over 1 billion patient encounters annually in provider workflow.** Health systems, payers, providers, pharmacies, governments, individuals, and other organizations rely on Bamboo Health to improve care and reduce cost.



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