



MARCROM'S PHARMACY CASE STUDY

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

THE CHALLENGE

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 THE CUSTOMER

- Independent pharmacy in Manchester, Tennessee
- Serving thousands of patients since 1978
- Part of statewide PMP Gateway integration in 2020

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.



Why Bamboo Health?

“From the pharmacy standpoint, Apriss Health (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.”

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“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



About Bamboo Health

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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