



The Solution

Client:
AmiCare Pharmacy
Location: Waterloo, IA

Challenge:
Provide the client with an information system that integrates with co-located medical practice's electronic medical records software. Allow VPN access for remote login to pharmacy information system.

Solutions:
Provide solid infrastructure to support information system.

Allow secure access to Internet and secure VPN access from outside.

Benefits:
Less data entry
Secure data storage
Fast claims adjudication

Technologies Utilized:
Microsoft Windows Server 2008 Small Business Edition

AmiCare Pharmacy and Parallax Solutions, working together to provide pharmacy employees with a rich information systems experience, offering strong workflows and secure access to patient data.

In 2001, AmiCare pharmacy set out to replace the pharmacy information system they had been using for a number of years. A search was conducted to select a strong vendor that offered a robust pharmacy system that could adapt to changing technology down the road. Among the myriad of criteria, the system had to be stable and offer integration services with other pharmacy and electronic medical records systems. After an exhaustive search, Transaction Data Systems (TDS) was selected as the vendor.

Based on a Linux back end, we were able to export all data from the previous system, thus allowing TDS import the data directly into the new system. Secure access to the Internet was provided through a Cisco ASA 5505 firewall to allow the pharmacy system to send insurance claims through a central clearinghouse quickly and easily. The ASA also allows secure incoming VPN connections to allow the chief pharmacist to connect from abroad to manage the system via either SSL VPN or Cisco Client.

A printer was installed in the pharmacy to receive prescription orders from the co-located Greenhill Medical Group. Prescription orders from Practice Partner are printed directly to this networked printer so that AmiCare pharmacy can enter the data into their system. We are currently working on implementing SureScripts, which is a direct link between Practice Partner electronic medical records and the TDS RX-30 pharmacy system. This will eliminate the need for Greenhill Medical Group to print scripts to the pharmacy. Another key benefit is the AmiCare employees will not have to key in the prescriptions since it will already be in the pharmacy information system.



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Workstations all run a simple version of Windows 2000 Professional or Windows XP Professional, with connection to the pharmacy information system provided via terminal emulator. Workstations receive patches and critical updates provided by an in-house update service hosted on Windows Server 2008. All workstations are protected from malware intrusion by Sunbelt VIPRE Enterprise.

The servers (4) are located in a secure locked room. Windows Server 2008 Small Business handles file serving, print serving and Microsoft Exchange 2007 for e-mail. The pharmacy information system is housed on two servers with one server designated as primary and an older server is marked as an online mirror of this server. Pharmacy information is backed up on DVD each night and an offsite copy is kept as part of the disaster recovery plan. An image of the server operating system is also stored offsite so both the server operating system and data could be restored in an emergency. The fourth server is providing point of sale services for two tills located in the pharmacy.

Parallax also assisted AmiCare pharmacy in the planning and installation of various complimentary systems, including the ScriptPro automated dispensing machine, which receives orders directly from the TDS RX-30 information system.

We believe we have helped AmiCare pharmacy secure their place among the leaders in pharmacy technology in the metro area. Being able to bring multiple vendors into one cohesive unit has allowed them to reach a level of efficiency that would otherwise be unattainable.