

## FLOWRx InStore vs PMR: Enhancing Pharmacy Operations

FLOWRx InStore software enhances traditional PMR systems, streamlining operations between pharmacy spokes and a FLOWRx Hub, improving prescription management, reducing workload and enhancing patient safety.

# FLOW<sup>Rx</sup> InStore

### What is FLOWRx InStore?

FLOWRx InStore is specialised software that provides visibility between pharmacy spokes and the FLOWRx Hub, simplifying the process of sending and receiving patient prescriptions. The solution enables pharmacy spokes to efficiently receive bagged medications while guiding staff through the dispensing process for any local items that need to be dispensed in-store when the hub cannot provide them.

By implementing this solution, pharmacies can significantly streamline their dispensing process, reduce workload, improve accuracy, enhance patient safety, and allow pharmacists and pharmacy staff to dedicate more time to patient care rather than administrative tasks.

### Enhanced Visibility and Guided Dispensing

#### Complete Order Visibility

Unlike traditional PMR systems, FLOWRx InStore provides pharmacy spokes with full visibility of patient orders and their current status. This transparency allows staff to track prescriptions throughout the entire fulfilment process.

#### Guided Dispensing

FLOWRx pharmacy hubs typically fulfil 70-80% of repeat original pack items. The FLOWRx InStore system provides guided picking, packing, and labeling for any local items not dispensed by the hub. This allows staff in spoke pharmacies to prepare those additional items for dispensing either before or after hub orders arrive.

### Real Time Updates and Stock Management

FLOWRx InStore provides critical real-time updates when the hub is unable to supply specific items. This timely information prevents situations where staff only become aware of supply issues when totes arrive at the branch, potentially missing supplier cut-off times for stock ordering.

### Safety Features and Recalls



#### Built-in Safety Net

Operators receive immediate on-screen alerts if incorrect packs are selected and scanned, significantly reducing near misses and dispensing errors.



#### Streamlined Checking

Additional accuracy checks are only required when a pack goes to quarantine, saving valuable time for pharmacists and checking technicians.



#### Selective Item Recall

The system enables recalling just one item from a patient's prescription, when necessary, rather than recalling the entire prescription.

## Comprehensive Audit Trail

With FLOWRx InStore, pharmacies benefit from a complete audit trail of all dispensing activities tracked down to the individual user level. This detailed tracking provides:

### Accountability

Clear record of which staff member performed each action in the dispensing process

### Compliance

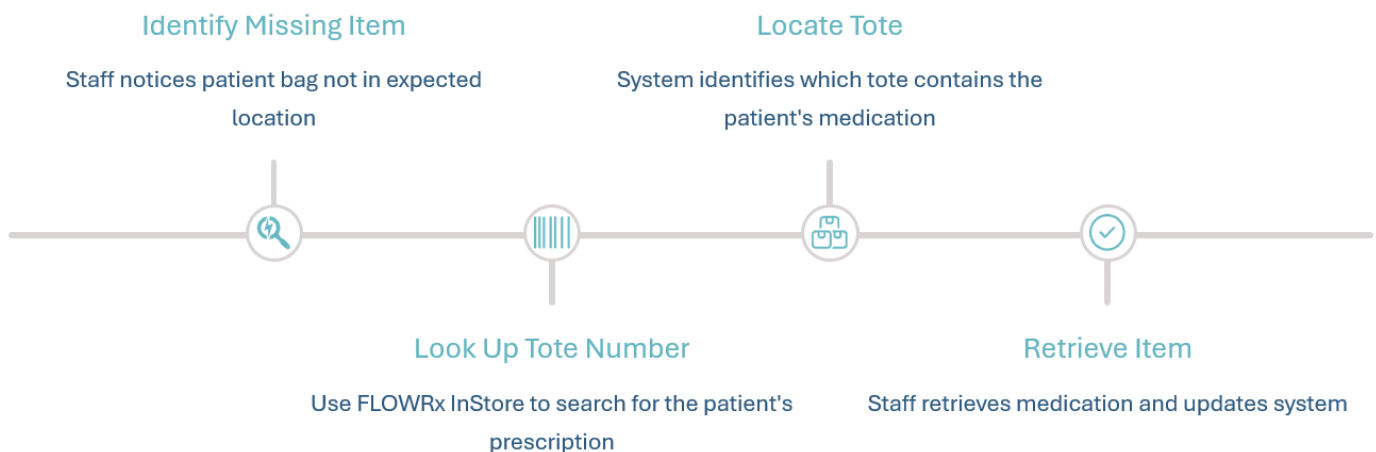
Documentation to support regulatory requirements and internal quality assurance

### Process Improvement

Data for analysing workflow efficiency and identifying opportunities for optimisation

## Improved Item Tracking

FLOWRx InStore simplifies the process of locating patient medications within the pharmacy. If a patient bag hasn't been stored in its designated location, staff can look up the tote number in FLOWRx InStore to find the patient's medication.



## Implementation and Integration

Implementing FLOWRx InStore alongside existing PMR systems enhances overall pharmacy operations. The software integrates with current workflows while adding valuable functionality that traditional PMR systems lack. By adopting this integrated system approach, pharmacies can maintain their existing PMR infrastructure while gaining the specialised hub and spoke benefits of FLOWRx InStore.