

McKesson Pharmacy Systems Case Study

ComplyScan Solution at Swanton Rexall Pharmacy

The Client: Independent Community Pharmacy

Swanton Rexall Pharmacy, an independently owned and operated community pharmacy, prides itself on delivering full service pharmacy offerings alongside individualized attention and care. Located in Swanton, Vermont, Swanton Rexall offers extended services such as prescription delivery, mail order, and automatic refilling programs, which differentiates their pharmacy from the competition. The pharmacy also carries a full line of non-prescription medications including pseudoephedrine (PSE) based products.

The Requirement: Log All Pseudoephedrine Purchases

The Combat Methamphetamine Epidemic Act (CMEA) of 2005 is challenging for small, local pharmacies to manage. According to the regulation, pharmacies must document the sale of cough and cold medicines that contain pseudoephedrine as the primary ingredient. The act also required that all PSE-based products now be moved behind the pharmacy counter or in a locked cabinet and also mandated that all PSE purchase logs be available for review upon the request from law enforcement agencies. Typically, independent pharmacies, including Swanton Rexall, rely on manual paper-based logbooks to maintain compliance.

Paper-based logbooks are not popular in the pharmacy for a variety of reasons including concerns over improper data storage, increased transaction processing time, and resulting long lines at the checkout counter.

The Audit: Drug Enforcement Agency (DEA) Surprise Visit

In February 2009, during a routine sweep of the Swanton area, the DEA randomly stopped into the Swanton Rexall Pharmacy. The DEA asked to review the PSE logbooks being used to track PSE purchases. Swanton Rexall gathered the multiple volumes of paper logbooks for the DEA's four hour on-site audit. After reviewing the logs, the DEA noted several incomplete entries, which prompted further questioning, and additional pharmacy resources. The agents informed the pharmacy staff that although the logs were up-to-date and mostly complete, the incomplete entries were a compliance violation. The agents then advised that additional measures should be taken ensure full compliance with the CMEA. Luckily, no fines or formal citations were issued, however, the DEA obtained a copy of the logbook and advised immediate correction.

The Solution: Automated Tracking with ComplyScan

Swanton Rexall owner, Troy Spaulding, knew he had to take

his PSE transaction logging to the next level to ensure full compliance. Being a longtime McKesson customer, he turned to his pharmacy software vendor for help. He was aware that McKesson had partnered with Pharmitas to offer a fully compliant, stand alone PSE tracking solution called ComplyScan so he placed a call to McKesson to inquire about the service.

"I should have purchased the service six months ago when I first learned about it," says Spaulding.

Selling upwards of 100 boxes of PSE products per month, he no longer wants to burden his staff with manually completing entries in a paper log book. ComplyScan was the obvious choice, and he now has peace of mind knowing that Swanton Rexall is fully compliant with the requirements of the CMEA.

More Information: Sign-up Today to Take Advantage of ComplyScan.

McKesson Pharmacy Systems is proud to deliver ComplyScan in conjunction with our business partner Pharmitas, Inc. To obtain more information regarding the ComplyScan service, please contact McKesson Pharmacy Systems Business Services at 1.800.289.2192, Option 2.

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