White Paper

Safer, Faster Medication Administration
Choosing the Best eMAR Solution for your Pharmacy's Long-Term Care Business

A relatively new concept to retail pharmacy, an eMAR is an electronic version of a Medication Administration Record that is becoming compulsory for any pharmacy wishing to conduct business in the long-term care (LTC) market.

Replacing widely used paper MARs, eMAR plays an increasing role in delivering patient care by reducing medication errors, promoting patient safety and improving overall efficiency for nurses when they administer medication. They are workflow management systems that automate the inefficient and error-prone paper-based MAR process[1].

At a high level, eMAR integration with your pharmacy's dispensing software electronically transfers prescription information from the pharmacy to a LTC facility. Using eMAR software, the LTC facility staff can view the most current prescription information when administering medication. Through electronic verification of each dose of medication that is given to a patient, eMAR facilitates the five rights of medication administration: right patient, right drug, right dose, and right route at the right time.

It is widely believed that long-term care facilities require that the LTC pharmacy use their eMAR of choice, based on the ADT (Admission, Discharge and Transfer) system in use at the facility. That is not necessarily the case. McKesson Pharmacy Technology Solutions (PTS) offers PharmaClik Rx users a variety of options related to eMAR, allowing pharmacy owners to choose the best solution that scales to their pharmacy's LTC business.

Recommended eMAR solutions for PharmaClik Rx pharmacies:

- Amjay Software Solutions Inc.

- PointClickCare

- Catalyst oneMAR®

Both Amjay Software Solutions Inc. and Catalyst are fully integrated into PharmaClik Rx, allowing orders from the pharmacy to appear on the eMAR. PointClickCare is a non-integrated offering.

Amjay Software Solutions Inc.

With over 20 years of experience serving the health industry, Amjay Software Solutions Inc. (Amjay) offers turnkey systems integration solutions[2]. Amjay leverages its web-based Central Profile software to provide pharmacies with a cost-effective eMAR solution that meets the needs of small to medium-sized group and retirement homes. It can be scaled for use at larger facilities.

Amjay's eMAR features a simple interface, allowing care workers in the facility to use the application with ease. Basic integration with PharmaClik Rx provides the facility with the ability to view and administer the patient's medication passes using the eMAR. When

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[1] www.healthcare-informatics.com/article/paperless-medication-administration

[2] www.amjaysoftware.com/about-us/

prescriptions are due for replenishment, the facility easily re-orders medications from the eMAR; the eMAR in turn places the refill requests on the PharmaClik Rx Workbench To Do tab, ready for the pharmacy action.

Key features include:

- The eMAR records taken, refused, PRN and administered drugs by patient, day, time, and staff member

- Automated receiving scans and records received medications; print a missing drug report or an electronic drug record book

- Quick ordering for the facility to order prescriptions using the Rx#; the order appears on the PharmaClik Rx Workbench To Do tab

- Ordering from the patient profile allows the home to view all medications for any patient and order from the list

- Medication Images and Patient images help in identification when administering

- Medication reports for patients to take with them when they are hospitalized

With low barriers to entry, this is the most cost-effective eMAR solution available to PharmaClik Rx pharmacies.

PointClickCare

PointClickCare (PCC) is the solution for LTC facilities that require the pharmacy to support PCC's eMAR. PharmaClik Rx stores can support these types of facilities with a non-integrated option. In this scenario, there is no integration with PharmaClik Rx, and the pharmacy performs double-entry of prescription data in the eMAR.

Ideal for medium to large LTC and similar types of nursing facilities, PCC provides bedside scanning at point of care for the patient and prescription. Any type of medication packaging can be used for administration, provided a barcode is printed.

Key features include:

- Full MAR and TAR that is securely accessed over the internet for real-time accuracy and dependability

- Real-time clinical information

- Computerized physician order entry

- Centralized EHR

- Displays only the medications for specific med passes

- Automatic PRN and Vitals reminders

- Resident status, including discharges and transfers, are automatically communicated to the pharmacy to prevent the receipt of medications in error.

- Bedside barcode scanning at point of care

- The eMAR interface provides resident pictures for the right patient, and color coding allows staff to determine when the right medication is due at the right time.

- Alerts for missed doses, treatments and signatures

The 5 rights of administration are a goal of the medication process: provide the right dose of the right drug to the right patient, using the right route, at the right time.

Point Click Care is the solution for your pharmacy if the facility requires its pharmacy providers to use PCC eMAR. This stand-alone solution provides the facility with patient safety benefits associated with the five rights of administration. The pharmacy however, is unable to achieve that efficiency gains that would be offered with an integrated solution.

Catalyst oneMAR®

eMARs are driven by the legislation requiring nurses or care givers to sign off on administering medication to a patient. Within that legislation are components that state the five rights of administration. Though all eMAR systems allow nurses to document when a medication was given, most do not safely and accurately drive the true components of the legislation. Only Catalyst tracks inventory to the dose level, allowing for a single scan of a multi-dose adherence package at the point of care to simplify the medication administration process, as well as real-time connectivity with pharmacy for medication ordering, receipt and management.[3] Catalyst goes two steps further to satisfy the seven rights of administration: the five rights, plus reason and documentation.

Suited to any size facility that uses multi-dose packaging, oneMAR® can be used in conjunction with any ADT system, including competitive solutions. In addition to drug orders, oneMAR® can process admission, discharge and transfer orders for patients.

oneMAR® supports a pharmacy-initiated model: transactions are initiated by PharmaClik Rx and uploaded to oneMAR®, where they are accessed by the facility. Integration with both PharmaClik Rx and PACMED facilitate barcode scanning at the point of care, reinforcing the seven rights of administration.

Through oneMAR®, facilities can:

1. **Safely administer medications.** Bar-code scanning at the point of care ensures the "7 rights" in medication administration: right resident, drug, dose, time, route, reason and documentation.

2. **Realize labor and cost savings**. The combination of bar-coded adherence packaging and oneMAR® can improve efficiencies by 2.6 times over manual MAR processes, reduce med-pass time by 52%, and eliminate monthly changeover costs.

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[3] Catalyst Healthcare

eMAR Feature Comparison At-a-glance comparison of key features offered by three eMAR solutions.			
	Bronze	*Silver*	*Gold*
	Amjay Software	**PCC**	**Catalyst oneMAR®**
Integrated with PharmaClik Rx	●		●
Quality & efficiency gains for pharmacy	●		●
Quality & efficiency gains for facility	●	●	●
Web-based	●	●	●
Medication Charting for LTC	●	●	●
Automatic PRN and vitals reminders		●	●
Alerts for missed doses, treatments and signatures		●	●
Resident status automatically communicated to pharmacy		●	●
Resident photographs & colour coding to support administration		●	●
Point-of-care barcode scanning*		●	●
Designed for multi-dose packaging			●
Complex orders (e.g. Prednisone)			●
Adherence Management Platform for Pharmacy			●
Enables high volume adherence packaging			●
Inventory tracking wholesaler integration			●
Smart app & med dispenser for patients at home			●

* PCC barcode scanning applies to patient and prescription; oneMAR® barcode scanning applies to patient, prescription, administration date/time/dose/lot# and expiry date.

3. **Manage inventory and decrease waste.** Send electronic orders for prescriptions and supplies to the pharmacy. Track administered, discontinued, returned and wasted medications at the dose level, ensuring the availability while simultaneously decreasing waste by up to 70%.

4. **Optimize clinical workflow.** Access reports, drug information, medication review tools and diagnostics to support best practices. Extract information to report compliance with industry standards and to improve processes, resident care and outcomes. Pharmacy and facility staff have 24/7 data access for better collaboration and continuity of care.[4]

5. **Seamlessly integrate with other solutions.** Catalyst and Momentum Healthware joined forces to give nurses a best-of-breed, fully integrated and cost-effective eMAR-clinical software solution: the safest eMAR and world class clinical software, together as one.

As a Pharmacy, your business will benefit from a platform that includes many different options. Key features include:

Facility Features:

- Bar-code scanning at the point of care ensures the "7 rights" of medication administration.

- Designed for use with adherence packaging: a single scan uniquely identifies each medication in a multi-dose package and uniquely identifies each drug & indicates safe to give, discontinued or on hold.

- Simple 'scan to administer' process for all medications indicates if the medication is safe to give, on hold or discontinued. All you need to do is scan the medication and oneMAR's unique workflow management tells you want to do next.

- Clear prompts walk care teams through their med pass, making it easy to safely administer medications, address treatments & care tasks, complete all documentation and communicate effectively while providing the best care in a timely manner. oneMAR walks you through the workflow, managing each step depending on the type of medication that has been scanned.

- Point of care ordering and tracking for prescriptions and supplies replaces the need to fax, phone, email.

- Access in real-time to patient information for pharmacy, healthcare facility and physician improves health outcomes.

- Access to drug information, medication review tools & diagnostics supports best practices.

- Share while you work – pharmacy automatically notified about allergies, room changes, hospitalizations & more!

- Extensive reporting – improve processes, resident care & outcomes with 24/7 access to real-time narcotic reports, PRN usage, etc.

[4] Catalyst Healthcare

Pharmacy Features:

- Makes automated packagers safer by ensuring all orders sent to automation are fully packaged & accounted for to eliminate omission errors.

- Bar-code scanning verifies that delivery totes/bins are complete before leaving pharmacy to minimize emergency deliveries.

- Delivery reconciliation via bar-code scanning ensures all orders leaving pharmacy are received by the facility.

- Last dose report shows inventory running out of stock for proactive replenishment

- Remote tracking & management of expired meds (eKits / stat boxes / PRNs / PPO contingency, etc...) automates time-consuming tasks.

- Dashboards simplify management of real-time requests & automated notifications

- Safe & accurate management of complex orders, i.e. dosages that don't have repeatable patterns, such as Prednisone.

- Full chain of custody: orders tracked to the dose level with quantity / lot # / expiry date from packaging through to administration for the ultimate in patient safety & adherence.

- Catalyst's AdhereNet™ pharmacy dashboards provide real-time connectivity with oneMAR®, PharmaClik Rx, packaging automation, MyMedTimes™ smart app, Spencer med box and optimized central fills

Offering a solution that is fully integrated with PharmaClik Rx, oneMAR can be used at a facility alongside any ADT system, including PCC, or integrated with Momentum Healthware.

Options at a Glance Here's how the three eMAR vendors match up.			
	Bronze	*Silver*	*Gold*
	Amjay Software	PCC	Catalyst oneMAR®
Recommended Facility	Small to medium size group homes and/or retirement homes; a cost-effective solution that can be used at bigger homes.	Medium to large LTC and similar types of facilities	Any type of facility that uses multi-dose adherence packaging
PharmaClik Rx Integration	YES Integration with PharmaClik Rx (bi-directional model)	NO Not integrated with PharmaClik Rx; requires double-entry of data in the eMAR	YES Integration with PharmaClik Rx and an automated packaging robot (pharmacy-initiated model)
Requirements	• Central Profile Sofware- Patient Profile Access • Wi-Fi at the facility Nursing Home Server: • Windows PC with minimum 8GB RAM • Wired internet connection and router Nursing Home Station: • Hardware and Windows tablet • Requires Wi-Fi, without being internet-enabled	• Windows PC running Windows 7 Professional or higher • Processor: 2 GHz or faster • RAM: 2 GB for 32-bit / 4GB for 64 bit • Hard Drive: 100 GB • Monitor: 17" flat panel • Video: 1024x768 resolution • Mouse: USB optical scroll • Keyboard: USB standard	Pharmacy: • PACMED or SynMed automated packaging robot • Catalyst AdhereNet™ software is installed on PACMED (dedicated server is not required in the pharmacy). Nursing Home Facility: • Computer with internet access • Barcode scanners
Benefits	• Cost-effective solution • Works on affordable hardware • Uses local Wi-Fi; no reliance on internet connectivity at facility to administer medication • Simple interface that facility staff can use with ease. • Each administration is tracked to ensure no missed doses	• Bedside barcode scanning at point of care • Supports any type of packaging, provided a barcode is printed • Enhanced resident safety: receive alerts for missed doses, treatments and signatures • Facilitated Compliance: implement documentation controls and enforce information accuracy	• Bedside barcode scanning at point of care • Reduces med-pass time by 52% & eliminates monthly changeover costs. • Automated tracking of administered, discontinued, returned & wasted medications helps to decrease waste by up to 70%
Startup Fees for eMAR Provider	• Pharmacy activation and training • Activation on the facility server and each workstation • Facility training	Flat rate for integration and training	Flat rate for Pharmacy
Recurring Fees for eMAR Provider	Monthly: • Pharmacy support (flat rate) • Facility server (flat rate) • Facility workstations (charged per workstation)	Charged per bed per day	Monthly: • Pharmacy support (flat rate) • Data services fee per facility (flat rate) Quarterly: • Flat rate per bed
PTS Fees	None; paid by Amjay	Not applicable; not integrated.	• Activation fee • Monthly fee

Conclusion

Regardless of the eMAR solution selected for your pharmacy, both the pharmacy and facility will realize safety and quality gains, complying with the five rights of medication administration. Both organizations will also benefit from the increased productivity that comes from the reduced the burden of paper processes and cross-referencing paper medication and treatment administration records (MARs and TARs). The fully integrated PharmaClik Rx solutions offered through Amjay Software Solutions Inc. and Catalyst oneMAR® provide pharmacies with the largest efficiency gains.

For more information

Amjay Software Solutions Inc.

amjaysoftware.com
sales@amjaysoftware.ca
1.800.385.6853 ext. 3

PointClickCare

5570 Explorer Drive
Mississauga ON L4W 0C4

pointclickcare.com
sales@pointclickcare.com
1.800.277.5889

Catalyst Healthcare

1620 Dickson Ave, Suite 620
Kelowna BC V1Y 9Y2

catalystrms.com
info@catalystrms.com
1.888.278.4858

Pharmacy Technology Solutions

McKesson Canada
131 McNabb Street
Markham ON L3R 5V7

www.pharmacytechnologysolutions.ca
1.800.387.6093

M꞉KESSON Canada