

CLIENT Profile

Medicine Chest Pharmacy
Sulphur Springs, Texas

Medicine Chest Adopts Lexi-Comp® ONLINE™ for Community Pharmacy at 25 Locations

Lexi-Comp ONLINE for Community Pharmacy provides complete resource for drug information, interaction screening, drug identification and more

Jason Haire was first introduced to Lexi-Comp products in pharmacy school. And when his new employer didn't provide Lexi-Comp ONLINE, he had to have it back.

As the director of Medicine Chest's long-term care pharmacy in Sulphur Springs, Texas, Haire approached the corporate office to consider Lexi-Comp ONLINE when the company's subscription with another provider expired. Throughout the process, Haire was integral in working with Lexi-Comp and his employer to evaluate the product against the current provider.

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"I contacted Lexi-Comp and they responded immediately and were able to give us the tools to evaluate their online product," Haire said. "Medicine Chest values employee input and employee satisfaction, so the fact that Lexi-Comp offered us a free trial at three of our retail locations was important to us. The Lexi-Comp team was extremely helpful from the beginning."

Medicine Chest consists of 23 retail pharmacies and two long-term care pharmacies located throughout Texas and Louisiana. Headquartered in Sulphur Springs, Texas, Medicine Chest has been a household name in quality customer care since the late 1970s. The company continues to grow under its patient care philosophy and dedication to hiring high-quality pharmacists.

Medicine Chest's drug information database evaluation began in fall 2008. After the trial period, the company opted to adopt Lexi-Comp ONLINE for Community Pharmacy.

"We took our evaluation of drug information databases seriously, to ensure our pharmacists were comfortable and that we could maintain our high standards for care," Haire said. "Lexi-Comp was able to provide us with the best overall value in terms of price, ease of use and quality of content."

After the initial evaluation, Lexi-Comp worked with Medicine Chest's corporate information technology department to set up passwords and ensure seamless integration into the company's workflow. Lexi-Comp ONLINE was officially launched to all Medicine Chest locations in April 2009, upon expiration of the contract with its previous supplier, and is now used by the company's more than 70 full- and part-time pharmacists.

This was the first time Stephanie Thurman, pharmacy manager for the Medicine Chest retail store in Mt. Pleasant, was introduced to Lexi-Comp ONLINE. She immediately noticed a few benefits over their former drug information provider.

"Lexi-Comp ONLINE is easy to use, intuitive and provides more options than our previous provider," Thurman said. "Its navigation makes information more visible and easy to locate at the point-of-care. Overall, the product is affordable, easy to use and requires little or no training. For us, the transition went smoothly."

And since Lexi-Comp is accustomed to serving community pharmacies, Thurman was pleased with the company's professionalism and billing practices that reduced confusion when working with multiple locations.

"Because we have 23 retail locations, we frequently had invoicing issues with our previous provider," Thurman added. "Lexi-Comp has been extremely easy to work with, and has helped us streamline the billing process. It has been a real time saver."

Haire agreed that the adoption of Lexi-Comp ONLINE saved time and improved workflow at his long-term care pharmacy. "Our previous drug information database was difficult to navigate – you had to read practically all of the information to get to what you needed," he said. "Lexi-Comp ONLINE enables our pharmacists to find information quickly and provide answers to our long-term care customers immediately over the phone. They appreciate the quick response – helping us add value to our customer relationships."

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Currently, Medicine Chest’s long-term care pharmacy in Sulphur Springs services 21 nursing homes, five assisted living facilities and two correctional facilities. While the pharmacy is not open to the general public, it provides care for people of varying ages and conditions. With each new admission into any of the above facilities, Haire and his team check the patient’s drug regimen for dangerous interactions, provide medication assessments and make recommendations to caregivers.

Having access to up-to-date drug information is important to assuring the highest quality of patient care at these facilities. Requests come into the pharmacy multiple ways, including directly from long-term care facility caregivers and through the staff of three nurses at the Medicine Chest pharmacy.

“Our nurses and pharmacy staff are called upon frequently to answer drug information questions, among other things,” he said. “It’s imperative that we are able to access information quickly and that we can trust the information we are providing. Lexi-Comp gives us both.”

Each month, Haire visits a few of the long-term care facilities his pharmacy serves and answers questions. While on the road, Haire can still access important information through his Lexi-Comp® ON-HAND™ subscription.

“I access the interaction and drug information modules through my PDA frequently while visiting customers,” Haire said. “My Lexi-Comp ON-HAND subscription enables me to quickly access important information on the spot.”

Both Haire and Thurman access Lexi-Drugs®, Lexi-Interact™, and Lexi-Drug ID™ on a daily basis.

“Lexi-Comp ONLINE is a time-saver for our pharmacy,” Haire added. “It is one of the easiest to use data resources available, enabling us to find the information we require very quickly.”

For more information on Medicine Chest, visit www.medicinechestrx.com.

About Lexi-Comp ONLINE for Community Pharmacy

In this resource for community-based pharmacies, Lexi-Comp delivers its industry-leading drug information in an easy-to-use format at an exceptional value. Through the intuitive, user-friendly interface and advanced navigation, pharmacists access comprehensive, continually updated drug information.

Lexi-Comp ONLINE for Community Pharmacy subscriptions include:

Drug Information: Comprehensive drug information, with content that addresses adult, pediatric, and geriatric populations, plus clinical specialties including pharmacy, nursing, internal medicine, cardiology, oncology, and psychiatry.

Drug Interactions: Lexi-Interact™ is a drug utilization review (DUR) screening tool used to analyze a patient’s complete profile, including over-the-counter drugs and natural products.

Adult and Pediatric Advisory Leaflets: Lexi-Comp’s printable patient leaflets are concise, easy to understand, and available in 18 languages.

Natural Products: Lexi-Comp’s Natural Products database provides information related to commonly used natural products including herbs, vitamins, nutraceuticals, and amino acids.

Drug Identification: Lexi-Drug ID™ helps clinicians identify drugs based on imprint, dosage form, shape, and color.

Toxicology: The Lexi-Tox™ module includes monographs for the most commonly encountered exposures to poisons and nontoxic agents, antidotes and decontaminants, as well as household products, toxicology-specific calculators and drug identification.

Lab & Diagnostic Procedures: This database provides useful information regarding common lab tests and diagnostic procedures.

Calculations: Lexi-CALC™ provides more than 50 medical and dosing calculators.

Drug Plans (optional): Access to more than 4,700 prescription drug plans plus information regarding formulary status, relative price, prior authorization classifications, policies, and more.