Delivery Manager

+ Complete Order Visibility
+ Flexible Transport Methods
+ Convenient Access

swisslog-healthcare.com/deliverymanager
62% of pharmacists pinpointed “too many phone calls” as the number one reason for medication errors.

- Study conducted by the Massachusetts Department of Health and Human Service²
Minimize interruptions through medication delivery tracking.

For busy hospital pharmacies, missing medications are a frequent cause of interruptions and distractions. One study on the impact of interruptions and distractions on dispensing errors found that the error rate for prescriptions with one or more interruptions was 6.65%. The research also showed that pharmacists fielded as many as 10 calls per hour from nurses inquiring about patient orders.

Delivery Manager was developed on the idea that reducing missing medications decreases the number of interruptions and distractions in the pharmacy, and in turn minimizes the opportunity for medication errors.

An extension of the Swisslog Healthcare chain-of-custody offering, the robustness of Delivery Manager transcends any single hospital department, combining technology and workflow to track materials throughout the hospital.

Features

- **Complete Order Visibility:** Tracks movement of materials within the hospital from the time the order is received by the pharmacy all the way to the time it is delivered to its intended destination.
- **Flexible Transport:** Methods: Accommodates multiple types of transport, including manual and automated delivery.
- **Convenient Access:** Kiosk screens provide complete visibility of all order details to intended recipients, including status, location and delivery method, thereby significantly reducing calls to pharmacy.

SOURCE

Delivery Manager Advantages

— Comprehensive Tracking Solution

Unlike other pneumatic tube system (PTS) content tracking solutions, the Delivery Manager service extends beyond the tube system, to include other manual and automated transportation methods.

— Real-Time Information

The Swisslog Healthcare PTS communicates directly to Delivery Manager software, instantly updating the status of any order being sent through the tube system and eliminating information gaps.
Using **Delivery Manager**

The Delivery Manager kiosk screen provides stakeholders real-time status and location information for all medication orders being processed by the pharmacy.

— HIPAA-compliant, customizable kiosk screens
— Web-based software, easily accessible on any device within a hospital network
— Real-time information with configurable, automatic refresh every 5 seconds
— Configurable views by user type (pharmacy, nursing)

1. **Delivery Method**
   
   Medication moves throughout the hospital in many different ways; whether transportation is automatic or manual, you can track it.

2. **Status**
   
   — **Processing**: Once an order is verified, the order populates on the kiosk screen as “Processing.”
   
   — **Out for Delivery**: The technician associates the order to a transport unit (PTS carrier or manual tote) via scanning. Next, delivery is initiated and the order status automatically updates to “Out for Delivery.”
   
   — **Delivered**: The moment the transport unit reaches the destination, the status changes to “Delivered.” For PTS deliveries, this occurs once the receiving station reads the carrier RFID tag. For manual deliveries, the status change occurs when the courier scans the destination’s location ID.
   
   — **Received**: Secure PTS deliveries require badge scans on both the sending and receiving end of the transaction. The user swipes their badge to release and remove the carrier, automatically updating the status to “Received” and listing the user’s name.

3. **Location**
   
   Defined individually by the hospital, this indicates the current location of the order.
Optimize Workflow Through Improved Chain-of-Custody

Delivery Manager is an intelligent tracking application that provides a single point of control, accountability and traceability for patient order delivery—creating connections throughout the medication distribution process.

Prepare for Transport and Delivery

Transport

Receive and Deliver

Delivery Manager

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Pneumatic Transport

Pneumatic tube systems are a critical part of patient order delivery. Unlike other medication tracking software, Delivery Manager integrates directly with the Swisslog TransLogic® PTS. Using radio frequency identification (RFID) technology permits automatic carrier tracking, monitoring and inventory management, providing real-time verification that transactions have arrived at the right station at the right time.

Manual Transport

Whether supplying a cartfill or replenishing automated dispensing cabinets (ADCs), the majority of medications arrive on patient floors by foot. For hospitals that rely strictly on PTS content tracking, that leaves most medications with no record of delivery.
Connecting the Care Continuum

Delivery Manager creates connectivity across the medication distribution process, combining technology and best practice workflow to track materials throughout the hospital.

**Pharmacy**
Optimize the medication distribution process, establishing best-practice workflows and improving staff efficiency.

**Patients**
Improve turnaround time for medication orders to support a sense of urgency and attentiveness from clinical staff.

**Supply Chain**
Drive cost-reduction initiatives by eliminating wasted inventory from “lost” medications.

**Nursing**
Kiosk screens give real-time status information to keep nurses at the bedside instead of investigating the location of patient orders.

**Quality Management**
Ensure compliance with medication traceability requirements such as the Drug Supply Chain Security Act (DSCSA).

**Finance**
Delivery Manager leverages your existing investment in Swisslog pneumatic tube systems, including RFID carriers and secure card access.