



ORLANDO HEALTH EXPANDS USE OF ASG-CYPRESS® FOR TAMPER-RESISTANT PAPER PRESCRIPTIONS

LOCATION

Orlando, FL USA

INDUSTRY

Healthcare

SOLUTION

ASG-Cypress



THE BUSINESS

Orlando Health is a \$1.9 billion not-for-profit health care organization and a community-based network of physician practices, hospitals and care centers throughout Central Florida. The organization, which includes the area's only Level One Trauma Centers for adults and pediatrics, is a statutory teaching hospital system that offers both specialty and community hospitals. Orlando Health is one of Central Florida's largest employers with nearly 16,000 employees and more than 2,500 affiliated physicians. It supports more than 1,800 beds with over 110,000 inpatient admissions and more than 690,000 outpatient visits each year. In all, Orlando Health serves 1.6 million Central Florida residents and nearly 3,000 international patients annually.



CHALLENGE

Concerned about prescription fraud and tampering, The U.S. Government Centers for Medicare & Medicaid Services (CMS) created the Secure Tamper-Resistant Prescription regulation: after a certain date, all written prescriptions for outpatient drugs prescribed to a Medicaid beneficiary would be required to be printed on paper that met all three baseline characteristics of tamper-resistant pads.

To comply with the CMS regulation, Orlando Health had to be able to take prescriptions from its Sunrise prescription system and print them on the new type of paper on a variety of printers and printer types at a large number of locations. Orlando Health also needed to coordinate with its field support organizations to set up the printers appropriately so the special paper was available from an identifiable tray. At the time this project began, there were seven hospitals; by project end, there were eight. In addition, Orlando Health had begun to incorporate physicians' offices into the Orlando Health family; these offices required the same prescription support as the hospitals. This meant the project would be ongoing and needed to address the current (and future) disparate requirements from each location.

Orlando Health required that the solution be flexible and adaptable. Specific requirements included:

- Offering paper tray selection to support a wide variety of different printer configurations
- Supporting multiple printers at the same location
- Routing prescriptions based on location to the printer associated with that location

Orlando Health needed to be sure that the solution selected could meet their requirements and be implemented in one year—including printer configuration and final rollout.



SOLUTION

Orlando Health began using ASG-Cypress in 2003 with the purchase of the Sunrise Clinical Manager software. At that time, Orlando Health was evaluating its requirements for a report distribution and retention system and needed to identify a more efficient method for managing reports from many business systems, including Affinity (accounting), PeopleSoft (payroll), Sunrise, GE Centricity, Misys Radiology, Surgical Information System, Tivoli Storage Management, and SWIFT (an internally-developed solution). ASG-Cypress worked so well to address this challenge that, when the Secure Tamper-Resistant Prescription regulation was mandated, the Clinical Informatics and Pharmacy Departments immediately thought of ASG-Cypress.

“Teams who had been using ASG-Cypress came to me to suggest the product as a way to solve our prescription paper challenge. They thought it could do the job—and they were right!” said Michael Douglas Pickerign, Systems Programmer II/ Cypress Administrator.

The ASG-Cypress Suite provided the functionality and flexibility Orlando Health required. In addition, the solution could be rapidly deployed and required little user training, which helped to speed the implementation process. As many users were already familiar with the solution, this too made ASG-Cypress a logical choice.

ASG-Cypress is a comprehensive document output and print management system. Prescriptions are simply another output document/format, and the Cypress Report Distribution and Output Management modules directly addressed Orlando Health’s requirements.

RESULTS

Orlando Health emphasized upfront both the size of the project and the need for speed. ASG rose to the challenge and worked closely with the IT, Clinical Informatics and Pharmacy departments as well as with various field support organizations to implement ASG-Cypress in the required timeline. The testing phase was particularly complex as every unit at every facility had to participate to validate functionality.

The resulting solution gave Orlando Health the ability to print prescriptions by unit name and/or by workstation. ASG-Cypress had no difficulty adapting to the variety of printer types—a total of 1,000 different printer configurations—providing the flexibility needed for the many sites as well as permitting paper tray selection. Having a centralized, system-wide solution also assisted with the integration among the different facilities. The installed solution fully met the CMS mandate, allowing Orlando Health to continue to serve its many Medicare and Medicaid patients as well as to avoid penalties imposed on those institutions that did not meet the time requirements.

Orlando Health particularly valued using expanded capabilities of an existing, installed solution to resolve their challenge—instead of starting from scratch. With ASG’s support and a superior solution, Orlando Health felt confident in rolling out the ASG-Cypress prescription print management solution to its physician alliance community.

“Being able to use a system already in place was a huge advantage to us in meeting the government requirements. We avoided the penalties associated with non-compliance and at the same time, were able to centralize processing. ASG-Cypress was exactly what we needed.”

Michael Douglas Pickerign
Systems Programmer II /
Cypress Administrator
Orlando Health

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