

Pharmacy Tracking Mobile Application FAQ

How do I know if our hospital needs this application or a similar application?

If you are running an internal pharmacy and battling medication loss and delivery efficiency issues, you could benefit from the application. Hospitals in these situations are losing time, money and resources and risking patient care.

Who do I call to get started?

Getting started is simple. You can call us at 412-368-5368 or fill out the [contact form](#) on our website. We look forward to helping you.

How long will it take to complete?

It typically takes about 3-6 months to complete the initial rollout. The first 6-8 weeks is spent developing the internal application to match your specific business needs. Obviously the timeline can vary depending on the situation.

How much does it cost/what kind of budget do I need?

Every hospital environment and situation is different. The budget varies depending on the number of devices you will need and the difficulty of setting up the data connections to your systems. [Contact us](#) for a free consultation and we can typically provide a general ballpark budget on the first call.

What software do I need?

The web application is written in ASP.NET. It must be installed on a standard Microsoft Windows server with Internet Information Server installed. The client applications require only a web browser.

Who in the pharmacy has access?

The web application supports multiple roles from administrators, to pharmacy techs, to nurses who can view the data if desired. Access is generally driven via Active Directory groups within the organization when possible.

What is the mobile application?

The mobile application is designed to work on existing devices in your inventory. It is a web-based application that works on multiple platforms.

What is the handheld device?

The goal is for the system to use existing handheld devices already in place within your organization. If you do not have devices or are looking to add more, we recommend using an

Android device. No matter the device, the application can be deployed through existing device management software.

Is the device specific to the application?

No. The device is not specific to the application. The application can be deployed on multiple platforms, whatever suits your environment.

How does the HL7 Receiver work?

The HL7 Receiver captures and stores HL7 messages into a generic schema that can be used for a wide array of purposes. A message is parsed and stored in a database where legacy applications and ETL can collect meaningful data for your application. Certified to operate in large hospitals, this software supports multi-threading and error handling.

What type of database is used?

A SQL Server database from 2014 or later is used for this application. Generally, it can run on the server you already have and does not require its own hardware.

How does the web application work?

The web application constantly monitors medication orders and deliveries, and updates every minute. The refresh rate can be configured depending on your needs and environment.

How do I view the data in the system?

The data within the application is viewed via a web-based application. There are several views including a medication delivery dashboard and various delivery reports. The application constantly monitors medication orders and deliveries and updates every minute. The refresh rate and other options can be configured depending on your needs and environment.

Can the application integrate with my existing bar code system?

Yes, the application can be integrated with several types of hardware and bar code scanners.

How does this work if the hospital does not have medical delivery technicians (MDTs)?

If your hospital does not have MDTs, there must be some defined endpoint to your delivery process. The process can be crafted to best fit your hospital's setting. [Contact us](#) today and we can customize an application for you.

Does the application require maintenance?

The application is designed to be supported by in-house technology staff. All code repositories are provided to you and the database employs an open data model that is easily maintained. Typical server maintenance is required to upgrade the servers and keep them secure over time. If you want to request changes to the application, that support can be purchased separately.

Will there be technical support?

Yes, we offer options for support and consulting after the system installation.