

# Case Study

## Spivey Station Surgery Center

Jonesboro, Georgia



### OVERVIEW

Spivey Station Surgery Center is a Joint Commission accredited ambulatory surgery center (ASC) that strives to provide the best care for patients.

### RECOGNIZING THE PROBLEM

Following surgery, patients would leave the facility with a written prescription for medication to aid in their recovery from surgery.

- Pharmacy Callbacks: Physicians would spend time on the phone with pharmacies to answer questions concerning a patient's prescription;
- Compliance: Many patients would choose to go straight home without picking up their prescriptions from a pharmacy, and many of those patients would end up never filling their prescriptions;
- Safety: Patient's families would leave a recovering surgery patient unattended at home for hours to go get the patient's prescription filled at a pharmacy;
- Liability: Physicians who gave out written prescriptions prior to surgery for pain medicine would often get asked to re-prescribe controlled substances after the surgery because patient had "lost" the original prescription;
- Word-of-Mouth: Patients would rate their surgery success as lower to friends and family because of their slow or painful healing process that could have resulted differently had they taken their prescribed medications as directed.

### DEFINING THE REQUIREMENTS

Spivey Station was looking for a more cost-effective and efficient process for getting their patients the needed medications, while providing an extra level of service to its patients.

### SELECTING A SOLUTION

InstyMeds stood out as a solution to the problems Spivey Station was experiencing. InstyMeds provides:

- The ability for patients to fill their prescriptions right at the point-of-care;
- 24-hour pharmacy call center for assistance ;
- In-depth reports and automatic records to ensure all medications are accounted for;
- Tools and services to ensure there is no additional work for Spivey's staff.

### MEASURING RESULTS

Results with the InstyMeds dispenser could be seen almost immediately.

- The amount of pharmacy callbacks has been reduced;
- Patient compliance has increased significantly, since patients were able to obtain their prescribed medications without making an additional stop on their way home, while in pain or nauseous;
- Providers are now confident that their patients are getting their medications in a safe, timely manner;
- Physicians are no longer faced with the request of re-issuing prescriptions for patients who "lost" written prescriptions;
- The level of service to patients has improved greatly, resulting in increased word-of-mouth referrals that provide Spivey with a distinct advantage over its competition.

[www.InstyMeds.com](http://www.InstyMeds.com)

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