



QS/1<sup>®</sup> 

**Ready Meds Pharmacy  
Creates a Powerful  
LTC Niche.**



**Anderson Jolly, RPh**  
President/Owner Ready Meds

When Anderson Jolly opened Ready Meds Pharmacy in 2005, it was to be a community pharmacy serving his local neighborhood. Eleven years later, while the Renton-based pharmacy still functions as a community pharmacy, it has become an LTC juggernaut serving 1,200 assisted-living facilities stretching over 100 miles along Washington's I-5 corridor. They also serve two nursing homes.

Anderson said they discovered the niche with assisted living facilities a year or so after opening for business. They noticed was the large nursing home pharmacies that served the LTC segment weren't providing a high level of service to smaller assisted living facilities (ALFs), hospice and adult-family homes.

Ready Meds felt they could provide better services for ALFs. With this in mind, they made some design changes to their pharmacy based on the ALFs' needs.

Rather than employing sales people to market the pharmacy, clinical

pharmacists provide sales calls. This is one of several keys to Ready Meds' success, preferring this approach because pharmacists can discuss both processing and clinical issues during their ALF visits.

While many community pharmacies separate LTC activities into a separate location, Anderson believes having the LTC operation within the retail facility has real advantages. The pharmacy is approximately 6,000 square feet, 1,500 of which is dedicated to the front end. The remaining space is used for dispensing and clinical services.

Ready Meds' LTC customers can walk into the retail pharmacy and consult with pharmacists. As Anderson said, "A lot of LTC facility managers have never met their pharmacists. We're not just a big box warehouse in the middle of nowhere. Having a visible and accessible retail pharmacy is a great benefit." Most staff are cross-trained in both areas, allowing the pharmacy to restructure resources to remedy a temporary bottleneck in either operation.



With QS/1®'s NRx® and the NRx Nursing Home module, both retail and LTC operations can use the same NRx Pharmacy Management System, keeping the operations integrated.

*Ready Meds Pharmacy Staff*

Another advantage is that, with NRx and the Nursing Home module, both operations can use the same NRx Pharmacy Management System, keeping the operations integrated. In addition to the Nursing Home module, Ready Meds utilizes QS/1's Point-of-Sale, Accounts Receivable and Web Refill Services as well as interfaces for CoverMyMeds® and multiple eMARs.

QS/1's Nursing Home module provides pharmacies using the NRx Pharmacy Management System with all the tools they need to handle specialized LTC facilities. The module comes complete with a bevy of LTC reports, including MARs, and it provides the flexible cycle processing and billing that's imperative to the LTC market. It also enables the pharmacy to customize

orders and batch them by facility, provide flexible HOA and manage the additional information needed for patients residing in a facility.

Anderson said QS/1 products and customer service have been critical in the areas he considers key to the pharmacy's development:

- **Customer service.** Ready Meds' growth and continued success lies in understanding how important it is to support ALFs. Anderson points to QS/1's Web Refill Services, ongoing price updates, inventory management and the ability to customize processing and reporting for each facility as a few

of the ways QS/1 aids customer service to ALFs. These services not only help the customers, but the pharmacy as well.

- **Billing.** Billing can be one of the biggest headaches especially with thousands of clients. You have to have the right system to help manage every account accurately. QS/1's cycle billing and the ability to create the reports and charts necessary to track track AR help make Ready Meds Pharmacy successful.
- **Efficiency.** With suppliers and insurers controlling medication costs and reimbursements, Anderson said the one thing the pharmacy must control is efficiency. "Every pharmacy must increase efficiencies," he said.

"We place great value on setting things in place. We design our operation specifically for the greatest efficiency and make sure our staff is properly trained, and QS/1 does an excellent job helping.

"We chose QS/1's NRx because it provides a totally integrated solution which optimizes our process to help us become more productive. We added other QS/1 tools to heighten service and effectiveness.

"We use QS/1 hardware because we know it will work more efficiently with the software. The technical support we receive is always great and provides quick answers and ongoing enhancements."

Anderson points to QS/1 functions that play a critical role in Ready Meds' successful management. One is Workflow. "Without QS/1's Workflow, it's chaos," Anderson said. "Pharmacies should use Workflow much more than they do. It's critical." Utilizing Workflow, Ready Meds can track who's working on a prescription, designate workstations to specific tasks, customize facility requests and monitor activities.

Ready Meds employs a 13-check system to ensure accuracy. Anderson said, "QS/1's Workflow

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Ready Meds also relies heavily on NRx's Pharmacy at a Glance dashboard. "It's on every workstation and is set to open when employees log on," he said. "It plays a big part in our operation and enables us to track IVR, web refills, e-scripts, faxes, quality assurance, error resolution and more."

What's in Ready Meds' future? Anderson said they plan to keep doing what they're doing – focusing on superb customer service and looking in every area to keep productivity up.

