

# REGISTRATION OF APPLICANTS FOR ACCESS INTO THE REPOSITORY OF E-PRESCRIPTIONS

The State Institute for Drug Control managed to get ready within three months for the processing of tens of thousands of applications for access into the central repository of electronic prescriptions, even without increasing the number of internal employees. Now the Institute is able to ensure that each application will be processed within the legal period of 30 days. The time needed for realization of the complicated process with number of internal and external controls has decreased from more than 4 hours to tens of minutes. It was possible thanks to the deployment of Progress Savion BPM technology, supplied by the Galeos Company.

The State Institute for Drug Control (SIDC, or SUKL) is an institution established by the Ministry of Health of the Czech Republic, and its mission is to ensure - for public health protection purposes - that only those human medical products which demonstrate good pharmaceutical quality, efficiency and safety be used in the Czech Republic, and that only safe and functional medical devices be used in the Czech Republic. The powers of the Institute in the area of regulation of pharmaceuticals and medical devices are governed by legal regulations and international treaties.

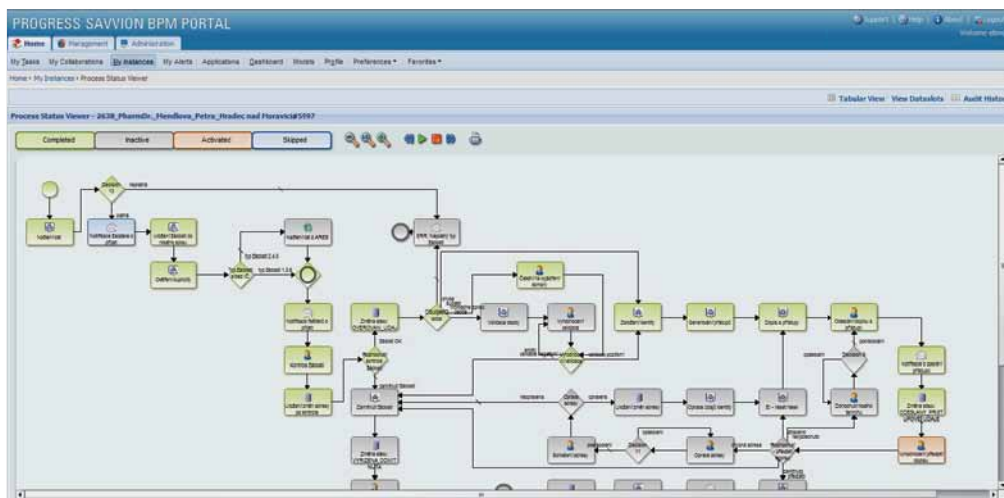
## Tens of thousands of new potential “customers”

The concept of e-prescription is such that a physician, instead of writing a prescription on a paper form, saves the prescription into a central repository, and sends the code by a text message or by an

### CHALLENGE

To process a huge amount of requests of physicians, medical facilities and pharmacists, so that:

- the processing of all cases will not take longer than 30 days,
- each case must be processed in a way that all steps of the complicated process, which include the accuracy controls, data verification in internal systems and professional chambers and assigning of user identity, must be duly realized and documented.



e-mail to the patient. The pharmacist then uses this code to enter the appropriate prescription. Electronic prescriptions will allow for central evidence of drugs that have been prescribed and given out, saves the time of physicians as well as of patients, and allow among others prescribing medicaments via e-mail or telephone.

It is necessary that all participants (physician, specialist, dentist, retired physician, medical institution, pharmacy etc.) are registered, have been given access to the central depository, and it must be assured that everybody will be granted respective access rights.

### Thirty process steps, six information systems

Prescription and issuing of e-prescriptions was allowed by the legal act on drugs from 2007. In January 2009, the functioning of central repository was launched, but the massive start was related to the amendment of the health insurance law, which was approved in the middle of 2011.

The Institute had to face the necessity to prepare for processing requests of more than 50 000 physicians and thousands of pharmacies and medical facilities. Processing of each request is a demanding administrative process comprising of approximately 30 steps that include series of controls, recording, verification of data at the corresponding professional chamber (medical, dental or pharmaceutical), generating access codes, sending out these information in secured envelope, and eventually contacting the applicant via call center. During this process it is necessary to make several decisions and make manual controls, however most of the steps are done in various information systems. Following systems and databases are involved:

- database of requests for access into the central repository,
- database of external user identities,
- document record management system,
- document management system,
- email server,
- data mailboxes information system.

Visualization of the process throughput – process map. Progress Savvion enables besides other things to track step by step the processing of each request.

## SOLUTION

Automatic process management across information systems with task assignment to users and electronic communication with medical, pharmaceutical and dental chambers. This solution is powered by Progress Savvion BPM technology.

### Why Progress Savvion

- Easy to use
- Readiness for easy change management (process optimization, new legislation etc.)
- Easy integration of another applications and data sources
- Virtually unlimited process capacity scaling
- Low total costs of ownership (TCO)

### Why Galeos

- Good understanding of the situation
- Quick and smooth implementation

### Benefits

- Process automation
- Radical increase of process throughput without the increase of the number of employees
- Acceleration of the processes from more than four hours to tens of minutes
- Constant overview of up-to-date state of case processing

## Automation instead of new employees

Manual processing of one request with a common support of information systems takes approximately four hours of human work. Because of this it was obvious that it would not be possible to process expected number of requests within the period of 30 days, which is stated by law. If SIDC (SUKL) did not want to increase the number of employees, it was necessary to automate the process. It was also apparent that the new solution had to be implemented very quickly – before the huge amount of requests would arrive.

The situation was easier because of the fact that the SIDC has implemented some elements of service oriented architecture (SOA) already in the past. It was decided to cover the above mentioned process by a standard BPM tool (business process management). The bid of Galeos Company with Progress Savvion came out from the selection procedure as a winner, not only because of its flexibility and possibility of quick implementation.

The screenshot displays the 'PROGRESS SAVVION BPM PORTAL' interface. The main content area shows a request form titled '27683589 - Kontrola zadosti'. The form includes fields for 'Instrukce', 'Priorita', 'Začátek', and 'Konec'. Below this, there is a section for 'Základní údaje' with fields for 'ID žádosti', 'Stav zpracování', 'Spisová značka', 'Osoba', and 'Hromadné zpracování'. The 'Detaily osob' section is divided into 'Detaily osoby' and 'Detaily subjektu', with fields for 'Titul před jménem', 'Příjmení', 'Jméno', 'Titul za jménem', 'RČ', 'IKMPSV', 'Název subjektu', 'IČ subjektu', 'Název pracoviště', 'Způsob připojení', and 'Údaje z ARESu'. The 'Adresa osob' section includes fields for 'Ulice', 'Číslo popisné', 'Číslo orientační', 'Část obce', 'Obec', and 'Okres'. The 'Adresa subjektu' section includes fields for 'Ulice', 'Číslo popisné', 'Číslo orientační', 'Část obce', 'Obec', and 'Okres'. At the bottom of the form, there are buttons for 'Complete', 'Assign to me', 'Reset', and 'Cancel'.

## Benefits proved by real operation

The whole project really did not take more than three months. It was realized by joint team, where the Galeos Company was responsible not only for the technology supply, but also for the project management, and provided professional services of its consultants as well.

The course of the project was in compliance with standard procedures. The initial stage of detailed process description was followed by a setup of technical specifications, implementation and approximately one-month testing period, during which process optimization took place.

SIDC was ready in time for the quick increase of the number of requests. There was a certain increase of the requests at the end of the year and the expected benefits were proven by real operations. The time needed for processing of one request decreased from more than four hours to tens of minutes. The Institute now has sufficient capacity to process all requests properly and on time.

Illustration of the process application screenshot. The data entered by the applicant for access to the electronic prescriptions are presented for checking to the Data control department employees of the SIDC (SUKL).

## About us

Galeos is a consultancy and technology services company. It helps its customers bring visibility into, optimize and manage both complex IT infrastructure and business processes. Through ensuring operational responsiveness and business process flexibility, it enables clients to reduce costs, increase sales, control risks, ensure compliance or reach other business objectives, and thus improve the competitiveness and value of the company.

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