



Lexmark Queue & View Orders Management Solution

A powerful prescription for faster, more efficient physician orders management

As healthcare organizations strive to adopt Computerized Provider Order Entry (CPOE) to improve patient safety, processing remaining paper-based orders is a challenge. As the volume of paper-based orders drops, it becomes difficult to justify costly systems for managing remaining paper-based orders, such as oncology, infusion or surgical orders. Relying on fax machines, which are slow and can produce errant lines, dots and marks that can be misread as decimal points or as parts of the order, requiring a follow-up phone call for clarification—or worse, an error in executing the order.

Execute orders STAT

Developed by Lexmark specifically for hospital and clinical environments, the Queue & View Orders Management Solution is a complete system for managing remaining paper-based physician orders during the adoption of Computerized Provider Order Entry (CPOE). The solution uses custom software and a Lexmark Multifunction Printer (MFP) to create digital images of physician orders and provide an onscreen view of the order queue for fast, accurate follow-through. With Queue & View, STAT orders are automatically routed to the top of the queue. Once in the queue, a Notes feature allows the clinician to add comments on the status of an order and place it in a pending category. Crisp scanned images of doctor's orders can be viewed onscreen, enlarged to help decipher poor handwriting and printed if needed.

Real-time status of orders

Since pertinent patient information is read directly from a barcode on the order, no additional processing is required for indexing. Barcode indexing also allows medical order histories to be viewed by timeframe, doctor, pharmacist, department, patient or order reporting options. In addition, nurses have the ability to view their order status online, reducing time-consuming follow-up phone calls to check on orders.

Lexmark Queue & View order management application

The Lexmark Queue & View Solution is customized to fit your environment. Components include:

- ▶ **Lexmark Queue & View server application:** Driven by patient barcode data, this software allows nurses to scan, prioritize and send physician orders to pharmacy and other clinical areas via your secure network. Upon arrival, orders can be viewed in priority order at the workstation, with the ability to annotate and manipulate image views for more accurate order execution.
- ▶ **Lexmark document distributor:** Based on open standards, this highly secure, fully scalable software receives document images and creates index values through barcode reading or e-Task touch screen entry and routes the images to their destinations.
- ▶ **Lexmark network multifunction printers:** Lexmark monochrome and color MFPs are on-ramp for capturing documents electronically, enabling more efficient, reliable and cost-effective information sharing. The intuitive e-Task touch screen interface is designed for easy, efficient and flexible access to all MFP functions.

Lexmark Queue & View benefits
Increases nurse/pharmacist productivity: improves communication between nursing and pharmacy staff—saving valuable time
Simplifies order queuing: automatically populates order queue based on unique identifiers in barcode (record number, name, DOB)
Reduces turnaround time: streamlines order process so that meds get to a patient sooner
Increases security and patient privacy: orders distributed via secure network with access limited to authorized users
Improves patient care: better order management—fewer lost orders result in higher patient satisfaction
Reduces medical errors: improves legibility with higher quality scanned image and zoom in feature
Provides complete audit trail: intervention tracking and clinical reporting

For more information:

Contact your Lexmark representative or visit www.lexmark.com/healthcare

Success story

With the implementation of CPOE we still had a need for a scalable order imaging solution for our patients and our pharmacy practice model. Lexmark Queue & View allows our pharmacists to view chemotherapeutic orders, share with other pharmacists for verification and double checking and electronically file the orders for recall at later time. Our pharmacists are on patient care areas and the medications are distributed from central pharmacy. Being able to have central pharmacy see the same order along with annotations from the clinical pharmacist increases safety and timely distribution of medications for our patients. The Queue & View solution also enables our pharmacists across the three campuses to work together across the city when the need arises.

Queue & View provides a clarity that faxing cannot replicate as it is the image of the original order. Electronic storage and recall of images is much more user friendly versus manual file folders and manual storage of paper.

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Lexmark Queue & View™ Solution

