SUCCESS STORY

Mac's LTC Pharmacy Enhances Operations with Integrated Framework Solutions from SoftWriters

CUSTOMER PROFILE

BED SIZE
3,500

PHARMACY LOCATIONS
2

YEAR FOUNDED
2012

CUSTOMER FOCUS
Assisted Living,
Group Home, Rehab,
Skilled Nursing

PRODUCTS
FrameworkLTC,
FrameworkECM,
FrameworkCourier
FrameworkFlow

CUSTOMER SINCE
2012

Company Overview

Mac's Pharmacy was founded in 1989 as a small retail operation in Tennessee. In 2009, the pharmacy took a pivotal step into the long-term care space, which eventually led to the opening of Mac's LTC Pharmacy in 2012.

Today, the company operates two LTC pharmacies and provides services to facilities across Tennessee, Georgia, Kentucky, and South Carolina, catering primarily to assisted living communities (ALCs), group homes, rehabilitation centers, and skilled nursing facilities (SNFs).

Despite the growth, Mac's remains committed to delivering the personal "mom-and-pop" level of service the pharmacy is known for while running a highly successful, scalable business.

The Challenge: Outdated Systems Slowing Down Operations

While Mac's thrived in providing personalized care, its internal systems were struggling to keep pace with the growth. As the company expanded its LTC operations, inefficiencies began to surface, particularly with document management and delivery processes.

"We were using Script Pro and Docutrack, which required jumping between systems, and we never had access to receipts for packing slips," shared Morgan Honeycutt, owner and president of Mac's LTC Pharmacy.

One thing was clear: The pharmacy needed a technology solution that would not only solve these inefficiencies but also scale with growth, offering seamless integration across all facets of Mac's operations.

The Solution: Adopting the SoftWriters' Suite of Solutions for an Improved Workflow

After evaluating multiple pharmacy management systems, including QS1, Mac's ultimately selected the SoftWriters' suite of solutions—FrameworkLTC, FrameworkECM, FrameworkCourier, and FrameworkFlow—to streamline and future-proof its long-term care business.

The choice to move forward with FrameworkLTC was largely driven by its ecosystem approach. The deep integration across solutions allowed Mac's to solve for inefficiencies while positioning itself for continued growth. "We were making sure that we were picking a software that would allow us to grow in scope with technology as well as efficiencies and interfaces," Honeycutt said.

The implementation of FrameworkLTC, FrameworkECM, FrameworkCourier, and FrameworkFlow went smoothly, with very few hiccups along the way—a true testament to the intuitive design of the software and the support from SoftWriters throughout the transition.

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> **MORGAN HONEYCUTT**

The Results: Operational Efficiency Meets Scalability

By adopting SoftWriter's Integrated platform, Mac's experienced a significant boost in operational efficiency—an estimated 25 percent increase, which has played a critical role in the pharmacy's ability to scale over time.

"Without these technologies, we'd be very hesitant to expand," Honeycutt explained. "FrameworkLTC's ability to integrate with the different robotics we use for packaging was, and still is, key."

FrameworkECM, in particular, resolved long-standing document management issues that had previously plagued the team's operations. **Staff members now save more than an hour each day** thanks to the deep integration between FrameworkECM and FrameworkLTC. The single interface allows packing slips and other documents to be uploaded instantly, significantly reducing manual work and eliminating errors.

On the shipping and delivery front, leveraging VirtueScript and SDSRx (both enabled through FrameworkCourier, SoftWriter's deeply integrated bi-directional logistic interface,) have deeply transformed Mac's processes for managing delivery logistics. Integrating VirtueScript into the shipping workflow saves staff several hours a day with geo-location tracking on slips and a substantial reduction in errors for multi-home deliveries. Additionally, the ability to send packing slips directly to drivers has streamlined deliveries, ensuring that names and signatures are always captured accurately and efficiently.

Mac's LTC Pharmacy also addressed its previous delivery challenges by managing its own fleet of in-house drivers using FrameworkCourier and VirtueTrack. This shift has given the team control over and visibility into the delivery process, providing the flexibility to leverage both contracted third-party couriers as well as employee drivers to complete deliveries, ensuring consistent, reliable service for LTC facilities.

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In addition to improved document management and delivery processes, Mac's has integrated FrameworkFlow into its quality assurance workflow. This tool allows the pharmacy to track fulfillment throughout the entire dispensing process—from packaging to final delivery—ensuring accuracy at every step.

For LTC pharmacies facing similar operational challenges, Honeycutt offers valuable advice: "Be thinking five and ten years ahead, not only about how you can start something now, but also how you can easily expand and grow. Evaluate all that FrameworkLTC has to offer so you can plan for future growth."

Getting Started

Transform your operations with FrameworkLTC and SoftWriters' expansive suite of industry-leading pharmacy management software solutions designed to support the unique needs of long-term care by optimizing workflows and streamlining pharmacy operations.

To see if FrameworkLTC is a fit to help achieve your pharmacy goals, connect with us or email sales@softwriters.com. We look forward to speaking with you!

Schedule a Demo