

**CASE STUDY**

# Making the Switch to FrameworkECM™: Featuring MAC Rx

## CUSTOMER PROFILE

**BED SIZE:**

18,000

**PHARMACY LOCATIONS:**

1

**NUMBER OF EMPLOYEES:**

210

**HOURS OF OPERATION:**Open 24 hours  
Monday - Sunday**CUSTOMER FOCUS:**Skilled nursing facilities and  
other long-term care facilities**PRODUCTS:**FrameworkLTC  
FrameworkECM  
FrameworkFlow  
FrameworkLink**CUSTOMER SINCE:**

2014

## Company Overview: Meet MAC Rx

MAC Rx offers the breadth and scope of services of a large pharmacy chain but is small enough to customize its services to meet the needs of each facility it serves. MAC Rx utilizes innovative technology solutions and a centralized team that includes pharmacy consulting and nursing services to offer significant value to long-term care facilities and skilled nursing facilities across the Midwest.

Goal: Treat each resident like family, with only the best services and pricing available in the industry.

## The Challenge: Transitioning Software

The MAC Rx team experienced limitations with DocuTrack and determined a move to FrameworkECM was what was needed to take their operations to the next level. However, they were concerned about the process of changing solutions while continuing to serve their patients.

## The Solution: Going All-In

To transition software in their lean pharmacy while continuing to service 18,000 residents, MAC Rx management knew they had to do three things:

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SoftWriters' implementation team was exceptional. Their understanding of pharmacy, ability to design and train around unique processes, and patience to work through the process with us were outstanding.

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**MIRIAM CHO**

Chief Pharmacy Officer/PIC/CCO  
MAC Rx



- Get everyone's buy-in from managers down to the user level
- Put their confidence in SoftWriters' implementation team
- Trust the process

## Partnering for Success

MAC Rx successfully made it through the implementation process with preparation, communication throughout the team, and a strong partnership and trust with SoftWriters. FrameworkECM is a highly configurable solution, so MAC Rx management worked through the process with SoftWriters' implementation team, with MAC Rx leadership ensuring their pharmacy team was all on the same page. The MAC Rx team anticipated apprehension with their staff, so they made sure that everyone from top to bottom understood the change and bought into the process. Here's how the process felt to Miriam Cho, Chief Pharmacy Officer:

1. **Discovery and design:** *"We were pretty overwhelmed at first and our heads were spinning, but Courtney Hetler-Findlay took us through everything and really explained the intricate process, giving us a lot of confidence. Together we created workflows unique to our process that have led to a lot less touches, and we absolutely love that we're able to visualize, control, and customize workflows ourselves."*
2. **Training:** *"Training hundreds of people while still dispensing and not losing any money is tough — there are a lot of factors involved — but SoftWriters' implementation team was exceptional. We utilized a test environment which was incredibly helpful, and in addition to company-wide hands-on training over the course of two days, we also required department-specific training where everyone was able to focus on their particular tasks within FrameworkECM."*
3. **Launch:** *"Launch went better than we expected — we never had a late dispatch. We did a lot of preparation ahead of time, and numbers were back up for everyone after just two weeks on the new solution."*

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We have employees who are legacy DocuTrack users. If you ask them, they will say they enjoy the change, and they enjoy working with the program.

**MIRIAM CHO**

Chief Pharmacy Officer/PIC/CCO  
MAC Rx



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4. **Continued support:** *“After launching FrameworkECM, the MAC Rx team brought their questions to our project leads, who then had weekly touch points with Rich Ford at SoftWriters. It was extremely easy to troubleshoot and work through those early nuances. We plan to build a few more workflows based on how we’re operating but have had very few complaints from our team. FrameworkECM is very user-friendly and extremely streamlined.”*

## The Results

Preparation and planning helped MAC Rx understand how to best streamline its operations and train its staff throughout the transition to FrameworkECM. The MAC Rx team, including legacy DocuTrack users, is grateful for the change. FrameworkECM is fully integrated with FrameworkLTC, and in addition to being easy to use, it has driven workflows, improved efficiency, and saved time. With FrameworkECM, each department has been able to eliminate manual touches, resulting in a 45 percent reduction in steps overall.

## Get Started Today

Elevate your pharmacy’s efficiencies today with FrameworkECM, the leading document management system designed to replace manual pharmacy tasks with a powerful, scalable, and flexible solution that grows with your pharmacy.

To see if FrameworkECM is a fit to help you achieve your pharmacy goals, [connect with us here](#) or email [cam@softwriters.com](mailto:cam@softwriters.com) for more information. We look forward to speaking with you!