

THE COMPLETE GUIDE

to LTC Pharmacy Software

Table of Contents

1. Introduction to Long-Term Care Pharmacy
2. What Is LTC Pharmacy Software, and Who Uses It?
3. How Can LTC Pharmacy Software Help Your Pharmacy?
4. What's the ROI for Choosing LTC Pharmacy Software?
5. Partnering with FrameworkLTC for Long-Term Care Success

Introduction to Long-Term Care Pharmacy

Long-term care (LTC) is on the rise in the U.S.

The number of adults ages 65 and older is expected to reach 95 million by 2060 in the U.S. alone, nearly doubling from 52 million in 2018. So why, exactly, does this matter for pharmacies?

It all comes down to medications. The number of prescriptions required often increases with age: 87 percent of adults ages 65-79 take prescription medications, and the number rises to 91 percent for those 80 and older. Plus, patients 65 and older take 20-22 prescribed medications each year.

With an increasing number of older Americans who will need some form of long-term care in the years to come, collaboration between LTC facilities and their pharmacy partners has never been more essential—and it's not only about long-term care for older Americans.

Other types of long-term care facilities also require pharmacy services. For example, many of the 2.12 million individuals incarcerated in the U.S. are prescribed medications. The number of residents who require prescribed medications applies to those in behavioral health facilities, post-acute care facilities, and other long-term care facilities as well.

To better support all of the different facilities they serve, more and more LTC pharmacies are investing in pharmacy management software. In this guide, we'll tell you all you need to know about the pharmacy management software being used behind the scenes: what it is, who uses it, and how it ultimately benefits pharmacies and long-term care customers.



What Is LTC Pharmacy Software, and Who Uses It?

LTC pharmacy software is uniquely designed to meet the needs of long-term care facilities and their residents, including pharmacies that service skilled nursing facilities, senior living communities, behavioral health facilities, group homes, post-acute care facilities, home-based care providers, assisted living facilities, Developmental Disabilities Services facilities, and correctional facilities.

Why use LTC pharmacy software?

The benefits speak for themselves! Pharmacies serving long-term care facilities turn to software to streamline operations, reduce the need to increase their number of full-time employees, put checks and balances in place to prevent errors, meet regulatory compliance requirements, and gain the ability to track every prescription, delivery, and facility-centric request with ease.

Overall, the level of automation that LTC pharmacy software provides is simply unmatched—and no, regular retail pharmacy management software isn't going to cut it in the long-term care business. Here's why:



The long-term care market involves complex billing and reimbursement processes, challenging regulatory compliance requirements, and comprehensive checks and balances for medication dosing, chart auditing, medication adherence initiatives, medication regimen changes, ongoing staff training, and more. These features help protect against medication dispensing errors, billing issues, and other obstacles.

[Unlike retail pharmacy software](#), which is more basic in nature, LTC pharmacy software is equipped with the features and functions to accommodate the nuances and complexities of long-term care. For example, customization capabilities allow pharmacies to align with each customer's unique preferences, needs, and expectations—which is essential when you're serving multiple facilities at one time.

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How Can LTC Pharmacy Software Help Your Pharmacy?

LTC pharmacy software is designed to support pharmacies of all sizes, ranging from brand-new startups to enterprise organizations spread across the country. Regardless of your size—whether you’re a small pharmacy that’s just getting up and running, a massive national chain, or somewhere in between—LTC pharmacy software can help. Here’s how:


- **Startup:** Getting off to a good start is important for every business, and pharmacies are no exception. The right software helps enable startup pharmacies to start off “on the right foot,” which is especially important for a brand-new pharmacy serving LTC facility customers.
- **Midsize:** LTC pharmacy software allows midsize pharmacies (typically with around 2-3 locations) to increase the number of beds they service at various care facilities—without adding full-time staff or additional resources.
- **Regional:** Using LTC pharmacy software, regional pharmacies—or those with around 5-8 locations in one geographic area—are better equipped to grow by way of acquisition and/or owning the local market, ultimately expanding to service more facilities with their current team.
- **Enterprise:** Enterprise pharmacies that utilize LTC pharmacy software gain the ability to see reporting metrics from a broader scale. The technology also enables enterprise pharmacies to pinpoint and implement efficiencies across all locations.

How FrameworkLTC Helps

Wondering how pharmacy management software like [FrameworkLTC](#) supports pharmacies serving LTC facilities? Great question!



FrameworkLTC, the most powerful pharmacy management platform available, is specifically designed to support the unique needs of long-term care pharmacies. Using FrameworkLTC empowers pharmacies to optimize workflows, make better business decisions, streamline operations, and maximize margins so they can work more efficiently and compete more effectively.



“The SoftWriters solutions work very well together. We don’t have to create a ton of patches to go here, there, and everywhere. I think that’s been one of the biggest time-savers for us—you want to go with one product, and we’d highly recommend SoftWriters LTC solutions. It’s wonderful.”

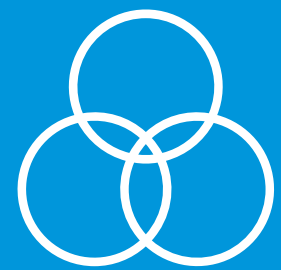
—MacKenzie Farr, COO and Pharmacist, Community Pharmacy Services

FrameworkLTC also integrates with many other Framework solutions, which work in harmony to ensure seamless communication and sync data in real time:

- **FrameworkECM** is an automated workflow and content management solution that allows pharmacies to fulfill more orders with fewer people.
- **FrameworkVision** enables seamless collaboration between pharmacy staff and facility customers to improve medication order management.
- **FrameworkFlow** adds user mobility with barcode scanning and connectivity to the FrameworkLTC platform.
- **FrameworkPOD** is a complete delivery solution designed to improve long-term care pharmacy operations and regulatory compliance.
- **RxPertise** brings accuracy and efficiency to the medication regimen review process for consultant pharmacists.

Our [integrated solution set](#) offers LTC pharmacies each of the tools they need to communicate automatically, eliminating manual steps and enhancing customer service capabilities without requiring more full-time employees or multiple solutions from different vendors.

In other words? We've set the standard for driving efficiency, reducing costs, and elevating patient care through automated workflows, powerful integrations, scalability, and connectivity to a full suite of innovative products designed to meet the needs of LTC pharmacy operations.



Why Is Interfacing Important?

We believe your ability to integrate with various technologies is pertinent to your success in the LTC pharmacy industry. It's crucial to win new facility business, increase accuracy, and operate as efficiently as possible.

“For us, FrameworkLTC is the best because of interfacing. That’s why we made the switch.”

—Chris P., IT Director, Sullivan’s Healthcare

The FrameworkLTC platform and add-on solutions connect with more technology partners than any other pharmacy software on the market! Our bidirectional interfaces are built to maximize data-sharing and workflow efficiencies. We currently interface with PointClickCare, Infix, CUBEX, and several others, including:

- ✓ Pharmacy management systems
- ✓ Electronic medical records
- ✓ Electronic medication administration records
- ✓ Facility management systems
- ✓ Courier/delivery solutions
- ✓ Remote dispensing machines
- ✓ Medical billing and coding systems
- ✓ Data entry and conversion solutions
- ✓ Central fill packaging systems
- ✓ Telepharmacy solutions
- ✓ IT hosting and fax solutions

Plus, we’re always open to exploring new interfacing requests if we aren’t already technology partners with a specific solution.

[Get the full list of featured interfaces.](#)



What's the ROI for Choosing LTC Pharmacy Software?

Purpose-built pharmacy software benefits both LTC pharmacies and facilities in numerous ways, helping to improve accuracy, reduce costs, increase efficiency, and create much-needed synergies between pharmacies and LTC facility customers.

When it comes to evaluating your potential return on investment and making the case for LTC pharmacy software, it's important to consider your pharmacy's expected costs incurred versus the savings. What will you spend, what will you save, and how will it all shake out financially?

When you choose FrameworkLTC, costs incurred up front include a one-time startup fee, per-user licenses, per-transaction costs, and fees for any additional training sessions you may choose to include. There's no additional cost for the [Concierge Onboarding Experience](#) or 24/7 customer and technical support.

With that come significant cost reductions and opportunities to save, with fewer full-time employees, greater efficiency, fewer hours spent working in the pharmacy, a higher volume of medications filled, a stronger value proposition for [attracting new facility customers](#), and a decreased risk for regulatory and insurance-related hurdles.

It's really a no-brainer for LTC pharmacies looking to work more collaboratively, grow their revenue, scale their business, and improve their customer satisfaction.

“This is the software that allows us to do our job from start to finish, which means that the patient will get their medications in a timely fashion and we can get it out the door in a timely manner. It’s made a big impact in our day-to-day operations.”

—Rashimi Patel, MACRx, Lead Pharmacist

Partnering with FrameworkLTC for Long-Term Care Success

The right pharmacy management software is a game changer for LTC pharmacies and facilities alike. That's FrameworkLTC and the full suite of integrated Framework solutions.

Pharmacies servicing LTC facilities choose FrameworkLTC for countless reasons, including its:

- ✓ Dedicated training team
- ✓ Onboarding experience
- ✓ Overall user-friendliness
- ✓ Pharmacy workflow automation
- ✓ Regulatory compliance support
- ✓ Comprehensive reporting
- ✓ Configuration and scalability
- ✓ Complex billing support
- ✓ Interfacing capabilities
- ✓ Distribution and marketing

We're committed to innovating and enhancing our full suite of products as the market, pharmacy, facility, and consumer needs change. Additionally, our team regularly updates our processes and software to ensure our pharmacy customers are fully compliant with regulatory bodies and insurance companies. That's seamless, effective risk mitigation at its finest!

All that said, if we had to sum it all up, we would highlight three primary reasons for choosing FrameworkLTC: our tenured team of experts, our trusted technology, and our commitment to continuous innovation to help long-term care pharmacies stay ahead of their competition, cost-effectively scale their operations, and deliver quality services to the facilities they support.



“My favorite thing about Framework is their flexibility. They’re ahead of the learning curve, they’re innovators within the field, and they continue to be leaps and bounds ahead of everyone else. They’re always helpful; whenever there’s an inquiry about whether or not something can be managed or done, they work on it right away and get back to you. Their communication is impeccable. I recommend it highly to all of my colleagues whenever I get the opportunity.”

—Michele Zerener, Assistant Director for LTC Pharmacy,
Bergen Regional Medical Center

Watch More Customer Testimonials

Whether you're new to long-term care or [considering a switch](#) from another pharmacy management solution, we're the best in the business. Are you interested in learning more about FrameworkLTC and our full suite of integrated solutions?

[Let's Connect](#)



frameworkltc.com
5800 Corporate Drive,
Pittsburgh, PA 15237
412-492-9841
sales@softwriters.com