

	Then	Now
Time to set up a care home customer:	3 hours	5 minutes
Monthly recurring time per care home:	3 hours	5 minutes
% of medications going out in original packs:	0%	60%

### Putting you in the Picture: The Stats

#### Life before the MED e-care and ProScript Connect interface

Total Medicare started working with MED e-care in 2019. Med e-care already had an interface with their dispensing solution Proscript Connect in place, so this meant Guv and his team were able to immediately take advantage of the accuracy and time saving benefits of the interface. No patient and medication data needs to be double entered as the data flows seamlessly between the two solutions. Also, by moving care homes to MED e-care eMAR, Total Medicare have been able to move more care homes away from time consuming blister pack dispensing to original pack dispensing.

#### Implementation

The interface between MED e-care and ProScript Connect is very straightforward, throughout there was excellent support and the team were always happy to assist.

#### Training

We had a senior implementation manager from MED e-care train our large team. She was able to adapt to and respond to any questions being asked - no matter how trivial or advanced. Within a day, we were fully trained and ready to use the system. The system is so easy to use, that we haven't needed further training since, but the training team is very approachable and prompt.

“With the interoperability between MED e-care and ProScript Connect we save a lot of pharmacy time on data entries etc, so that our teams can stay focussed on their dispensing tasks.”

**Gurvinder Singh Sabharwal, MD,  
Total Medicare**



“The stand out for me was that the trainer from MED e-care was amazing at training a large team and able to adapt to and respond to the questions being asked by all, no matter how trivial or advanced.”  
**Gurvinder Singh Sabharwal, MD, Total Medicare**



### **Growing care home customer numbers**

By working with MED e-care we have persuaded some of our care operators to switch to the eMAR solution and also gain other homes within the group. This is because we have been able to deliver an efficient and prompt pharmacy service.

We have also been able to work with the MED e-care team to gain new business from other enquiries and leads that have come directly from the MED e-care team.

Get in touch today to arrange a demo of our eMAR and Care Management solutions. Call 0161 232 4575 or email [sales@mede-care.com](mailto:sales@mede-care.com)

### **Support**

The software is excellent, we haven't experienced any major problems to date. We also rarely contact support, maybe once a year if that, but if we ever do we are always pleased to encounter a responsive support team available 24/7.

### **Streamlining processes, not compromising quality**

There is now significant time saved compared to printing paper MAR charts. In under 5 minutes, Total Medicare can process the prescription and complete the dispensing process. Without the supporting technology talking to each other, this process would take far more time.

### **From then to now**

There have been significant benefits to Total Medicare:

- Compatible with the NHS electronic Prescription Service (EPS) as prescriptions can be processed directly on our main PMR system and eMARs transmitted from the same platform.
- Reduced risks of translation errors from double entry of data between systems
- Less staff time needed on manual data entries.
- Staff feel more confident and supported as the software gives them guidance.
- Been able to grow and retain our care home customers.
- Streamlined, efficient processes throughout the pharmacy.
- Compliance with CQC and NICE guidelines
- eMAR facilitated care homes converting to original packs which saves time and money.