Clinical Drug Information

Medicine Chest Enhances Patient Safety with Lexicomp® Online for Community Pharmacy

Providing drug information, interaction screening, drug identification and more

CLIENT PROFILE: MEDICINE CHEST

Jason Haire was first introduced to Lexicomp offerings from Wolters Kluwer Clinical Drug Information in pharmacy school. And when his new employer didn’t provide Lexicomp® Online, he said he had to have it back.

As the director of Medicine Chest’s long-term care pharmacy in Sulphur Springs, Texas, Haire approached the corporate office to consider Lexicomp Online when the company’s subscription to another drug information database expired. Throughout the process, Haire was integral in working with Clinical Drug Information and his employer to evaluate Lexicomp Online against the current subscription.

“I contacted (Clinical Drug Information) and they responded immediately and were able to give us the tools to evaluate their Lexicomp Online (offering),” Haire said. “Medicine Chest values employee input and employee satisfaction, so the fact that Lexicomp offered us a free trial at three of our retail locations was important to us. The Lexicomp team was extremely helpful from the beginning.”

Medicine Chest consists of 15 retail pharmacies and three long-term care pharmacies located throughout Texas and Louisiana. Headquartered in Sulphur Springs, Texas, Medicine Chest has been a household name in quality customer care since the late 1970s. The company continues to grow under its patient care philosophy and dedication to hiring high-quality pharmacists.

Medicine Chest’s drug information database evaluation began in fall 2008. After the trial period, the company opted to adopt Lexicomp Online for Community Pharmacy.

“We took our evaluation of drug information databases seriously, to ensure our pharmacists were comfortable and that we could maintain our high standards for care,” Haire said. “Lexicomp Online was able to provide us with the best overall value in terms of price, ease of use and quality of content.”

Lexicomp Online was officially launched to all Medicine Chest locations in April 2009, upon expiration of the contract with its previous supplier, and is now used by the company’s more than 70 full- and part-time pharmacists.

This was the first time Stephanie Thurman, pharmacy manager for the Medicine Chest retail store in Mt. Pleasant, Texas, was introduced to Lexicomp Online. She immediately noticed a few benefits over their former drug information reference.
“Lexicomp Online is easy to use, intuitive, and provides more options than our previous (resource),” Thurman said. “Its navigation makes information more visible and easy to locate at the point of care. Overall, it is affordable, easy to use and requires little or no training. For us, the transition went smoothly.”

Haire agreed that the adoption of Lexicomp Online helped save time and improved workflow at his long-term care pharmacy. “Our previous drug information database was difficult to navigate – you had to read practically all of the information to get to what you needed,” he said. “Lexicomp Online enables our pharmacists to find information quickly and provide answers to our long-term care customers immediately over the phone. They appreciate the quick response – helping us add value to our customer relationships.”

Medicine Chest’s long-term care pharmacy in Sulphur Springs services 21 nursing homes, five assisted living facilities, and two correctional facilities. While the pharmacy is not open to the general public, it provides care for people of varying ages and conditions. With each new admission into any of the above facilities, Haire and his team check the patient’s drug regimen for dangerous interactions, provide medication assessments, and make recommendations to caregivers.

Having access to timely, relevant drug information is important in assuring the highest quality patient care at these facilities, Haire explained. Requests come into the pharmacy multiple ways, including directly from long-term care facility caregivers and through the staff of three nurses at the Medicine Chest pharmacy.

“Lexicomp Online is a time-saver for our pharmacy,” Haire said. “It is one of the easiest to use data resources available, enabling us to find the information we require very quickly.”

Jason Haire
Director, Medicine Chest
Long-term Care Pharmacy
Sulphur Springs, Texas

Request a trial:
www.wolterskluwerCDI.com/lcocp-trial