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How a Pharmacy Management Provider Found Data Harmony with Vorro's BridgeGate™ Integration Platform

A leading pharmacy management software provider needed a reliable and scalable way to exchange near-real-time data with hundreds of hospitals, clinics, and healthcare organizations across the U.S. To ensure patients could access discounted medications immediately after care episodes, the system had to validate and match visit data with prescriptions at the point of sale. With Vorro's BridgeGate Integration Platform, the client was able to process data from any source, in any format, while maintaining a secure chain of custody.

3M+

patient records
processed per day

500+

integrated with 500+
facilities with mixed IT
capabilities (HL7 & SFTP)

About the Client

The client is a pharmacy management software provider who assists healthcare facilities with program administration. This includes key tasks like split billing and contract pharmacy network administration.

An innovator in the management of healthcare programs, the company provides comprehensive, auditable technology solutions, and high-touch customer service. They have a proven, hands-on approach to program implementation, contract pharmacy setup, and ongoing program management.

The company has been helping stakeholders manage their healthcare programs since 2006 and is recognized by clients and hospital association partners to be one of the most knowledgeable and customer-centric teams in the industry.

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150+

Employees

USA

Headquarters

The Challenge

For the pharmacy management software to help its partners implement healthcare programs in an optimized manner, data exchange between their partners needed to be robust and efficient. The challenge was to connect and acquire information about near-real-time visits from hundreds of hospitals, clinics, and healthcare organizations across the US. To determine the patient's eligibility for participation in healthcare programs, the detailed visit information from the point of care and any prescriptions written on that visit need to be matched up for the pharmacies.

A patient could present at a pharmacy with a prescription in hand within minutes of the care episode. This would require near-real-time data feeds to determine their eligibility at the point of sale so that the medication can be dispensed at the pharmacy.

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The Solution

In the beginning, BridgeGate's™ primary role was to acquire the visit for “eligibility information” from the qualified facilities. Some core obstacles had to be resolved. The first was to create an efficient mechanism to quickly ramp up new facilities. The challenge lay in the implementation process, which had to accommodate both low-tech and high-tech abilities of the IT staff at the facilities coming up. BridgeGate™ ensured a coherent and timely transaction, validation, and storage of different formats of data between the client database and its trading partners.

BridgeGate™ provided a two-fold inbound and outbound data service. Through our platform, the client acquires data from its trading partners, validates the data based on specifications, and then uploads it to their stage database.

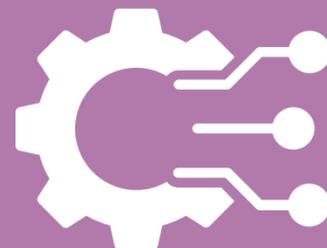
The Results

With a streamlined process in place, data connectivity can be established quickly. Therefore, when a client is implemented, a data analysis step occurs immediately for the lookup to be built from actual data points instead of having to rely on, oftentimes, out-of-date documentation. As facilities add new service areas to their healthcare integration platforms that might be qualified, the messages associated with these service areas create exceptions as they are not accounted for in the lookup system. BridgeGat™e has developed a monitoring and exception-handling process to report and reprocess these messages based on the changes happening in real time.



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Dealing with a differential implementation of the HL7 standard across our client locations was a big challenge. The BridgeGate™ team's ingenious 3-tier approach was key to ensure fast and smooth real-time data processing while maintaining full chain of custody of the data. All this was implemented quickly and seamlessly without the need of a custom code.

– Client

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