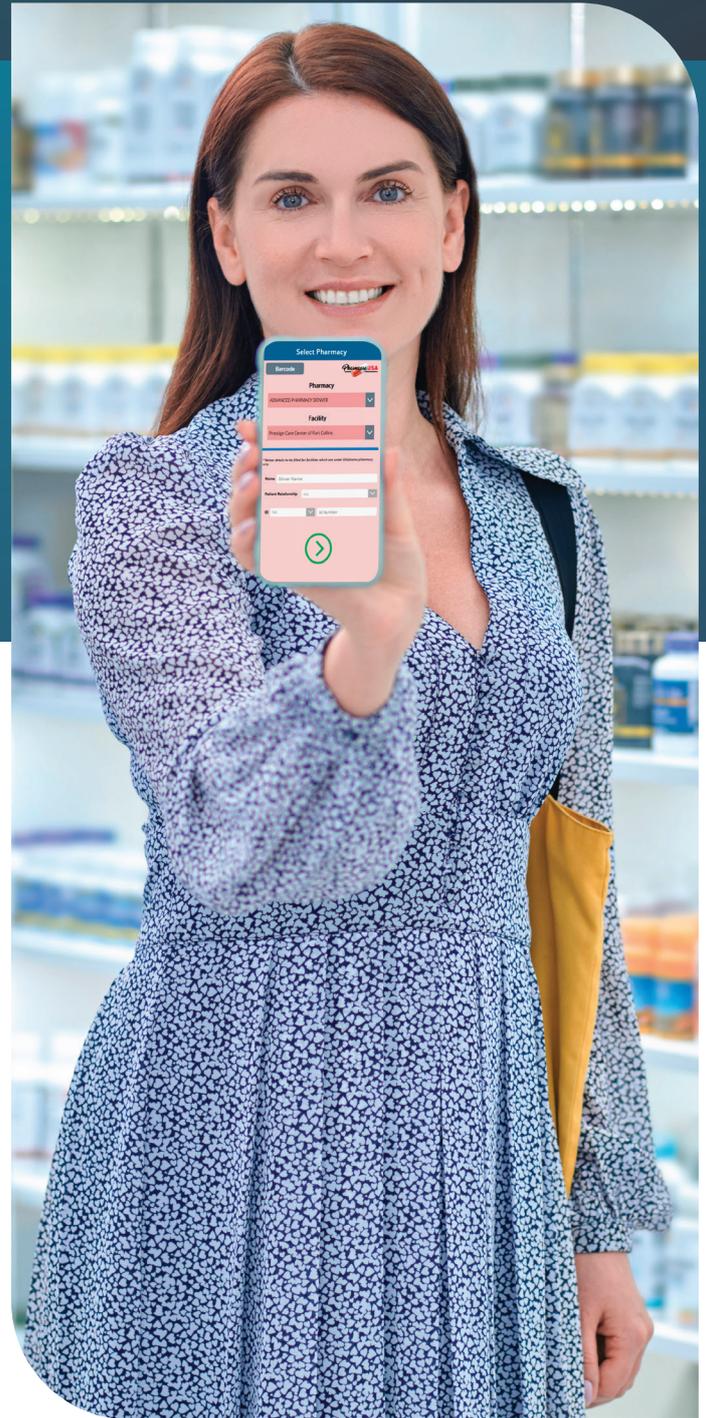


Clarion helps Omega Care transform their drug delivery operations



Explore how Omega Care Pharmaceuticals partnered with Clarion Technologies to transition from manual to automated drug delivery processes, revolutionizing audits and reducing human error



Industry:
Pharma



Solution:
Power Apps



Location:
San Diego, USA



Time Savings:
7 to 10 Hours / week

Before

- ▶ Delivery personnel were burdened by cumbersome paper lists, which were susceptible to human errors and resulted in delays
- ▶ Lack of digital documentation and reliance on scanned copies resulted in audit challenges and compliance concerns
- ▶ Hours were lost due to inefficient workflows, fetching medications based on paper list, and managing paperwork

After

- ▶ User-intuitive mobile app replaced paper, streamlining deliveries and simultaneously offering real-time order updates and location verification
- ▶ Digitally signed documents and automatic uploads ensured complete transparency and audit-ready compliance.
- ▶ Time saved through streamlined processes and digitized workflows resulted in improved service delivery

Omega Care Pharmaceuticals: Overcoming Challenges in Drug Delivery

Omega, a distinguished pharmaceutical company, recognized for its dedication to precision and quality in drug delivery, encountered a pivotal challenge. The reliance on manual paperwork in their drug delivery processes led to inefficiencies and inaccuracies. Delivery personnel grappled with cumbersome lists, leading to human errors and delays. Legible signatures were consistently problematic, and audits became time-consuming due to incomplete documentation.

In their pursuit of a transformative solution, Omega turned to Clarion Technologies to streamline their operations.

Digital Transformation with Clarion Technologies

Clarion Technologies took on the challenge of revolutionizing Omega's drug delivery processes by implementing a cutting-edge digital solution. The existing manual procedures, involving paper manifests and manual data entry, were replaced by a sophisticated app (mobile app and work flow) cloud-based Low Code tool—Microsoft PowerApps.

PowerApps Implementation

The recommendation of PowerApps stemmed from its compatibility with the existing Microsoft infrastructure, saving costs for the client. The application, built using PowerApps, runs seamlessly on any device, providing a versatile solution for Omega.

Clarion Solution

This new digital system digitized every facet of the delivery process, introducing crucial features. These included secure login systems, e-signatures to ensure the authenticity of each delivery, and meticulously organized manifest galleries displaying detailed delivery information. Customizable filters empowered Omega's personnel to swiftly sort and retrieve data based on varying criteria, significantly enhancing operational efficiency. The use of an SQL database stored vital information, facilitating seamless audits, and minimizing the potential for human errors. PowerAutomate workflow further enhanced the system, triggering immediate notifications for any delivery issues.

"The automated system has resulted in substantial time savings by significantly reducing the delivery times allowing us to serve our customers with higher levels of accuracy & efficiency" – Omega Care Pharmaceuticals

Transforming Audits Through Digitalization

Before the digitization initiative, Omega encountered significant audit challenges arising from the manual processes. Identifying and reconciling discrepancies between physical manifests and system entries posed a substantial hurdle. However, post-digitization, Omega underwent a shift in their auditing procedures. The implementation of PowerApps eradicated the need for manual scanning, streamlining the audit process. Every Rx and manifest ID became securely tied to e-signatures, ensuring accurate tracking and accountability. The system's capability to add comments for any delivery issues provided a comprehensive audit trail. The reduction in human errors and the efficiency gained through the automated system expedited audits efficiency and time, resulting in a seamless, error-free process.

