SILVERMED
— PHARMACY SERVICES —

SilverMed Pharmacy's Transformation

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Before the integration, audits were stressful and time-consuming. We relied on paper driver sheets that sometimes didn't even make it back to us.

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– Charles Porter, CEO of SilverMed Pharmacy

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The transition was seamless. SilverMed didn't need to change their processes—everything worked in real-time without disrupting their operations.

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– Chris Taylor from SDS Rx Account Team

About SilverMed

SilverMed Pharmacy, based in Woodway, Texas, provides specialized pharmacy services to skilled nursing and post-acute facilities, assisted living centers, and behavioral health facilities. Known for its personalized approach, SilverMed strikes the ideal balance between delivering comprehensive solutions and maintaining strong, customer-focused relationships.

In addition to their focus on operational expertise, SilverMed offers a wide range of clinical and compliance-focused consulting services, making them a trusted partner in long-term care pharmacy solutions.

SilverMed's Challenges

SilverMed faced key issues before implementing the integration:

1. **Manual, Paper-Based Processes:** Paper manifests were often lost or damaged, leading to inefficiencies.

2. **Time-Consuming Audits:** Preparing for audits took days of manual searching and record retrieval.

3. **Scaling Pains:** Rapid growth and onboarding of new facilities strained their operations.

The Solution

In 2022, SilverMed Pharmacy, a rapidly growing long-term care pharmacy, partnered with SDS Rx as for the FrameworkLTC integration. The SDS Rx integration streamlined SilverMed's logistics by:

• Digitizing manifests and proof-of-delivery records.
• Implementing barcode scanning to create an airtight chain of custody.
• Syncing delivery data with FrameworkLTC in real-time.

> *Having everything accessible in one place means we don't have to waste time searching for records.*

> *We can quickly resolve issues before they escalate. That's made all the difference*

> *This isn't just a win for compliance; it's a win for our entire operation.*

> *When we can resolve a facility question in three minutes instead of three days, that's a huge difference.*

Case Study: **SilverMed**

The Results

1. **Faster Audit Preparation:**
   Audit prep time was reduced from several days to 1-2 hours.

2. **Reduced Delivery Discrepancies:**
   Barcode scanning significantly minimized errors.

3. **Improved Team Efficiency:**
   Over 20 team members benefited from streamlined processes.

4. **Stronger Customer Relationships:**
   Nursing facilities appreciated faster response times to delivery questions

Conclusion

The SDS Rx and FrameworkLTC integration addresses the critical challenges long-term care pharmacies face, from compliance complexities to operational inefficiencies. By digitizing workflows and enabling real-time updates, this solution empowers pharmacies to operate more effectively and provide better patient care.

- **Saves** time and resources.

- **Reduces** errors and discrepancies.

- **Enhances** compliance and audit readiness.

- **Improves** relationships with facilities and patients.

SilverMed Pharmacy's success demonstrates the transformative impact of this integration. For long-term care pharmacies seeking to improve their delivery processes, SDS Rx offers a proven, scalable solution that saves time, reduces errors, and ensures compliance. By adopting innovative logistics solutions, pharmacies can focus on what matters most—ensuring patients receive the care they need, when they need it.

Real-World Benefits
of the Integration

1 Streamlined Compliance & Accountability

The digitized proof-of-delivery system ensures every delivery is logged, tracked, and accessible for audits, significantly improving compliance readiness.

> *We went from spending days searching for delivery records to resolving audit requests in just an hour. Having everything tracked digitally is a game-changer.*
>
> *– Charles Porter, CEO of SilverMed Pharmacy*

2 Enhanced Operational Efficiency

Real-time data updates and barcode scanning reduce errors and improve overall efficiency.

- Faster access to delivery records means issues can be resolved quickly.
- Pharmacies save time and resources previously spent on manual tasks.

> *The transparency this system offers is invaluable. We can answer facility questions in minutes instead of days, which improves both relationships and patient care.*
>
> *– Charles Porter*

3 Improved Patient Safety and Satisfaction

Accurate, timely deliveries reduce disruptions, ensuring patients receive their medications without delay. Real-time visibility reassures nursing facilities and families.

> *If a medication is misplaced, we can immediately identify who signed for it, when, and where. That's a major win for our team.*
>
> *– Charles Porter*