

CSI Pharmacy Modernizes Its Workflow With Help From Forcura

The Home Infusion provider gains a competitive advantage from cloud-based efficiencies, centralization, and unprecedented transparency into business performance.

About the Client

CSI Pharmacy, based in Nash, Texas, is a nationwide specialty pharmacy providing complex infusion therapies for patients who receive care in the home.

The Challenge

CSI Pharmacy's largest issues, according to Director of Operations Conner Nelson, stemmed from its being a paper-based operation. The organization attempted to go digital with a previous workflow management solution, but it did not provide them with a centralized platform for referrals and orders. That meant staff still had to rely on spreadsheets to track orders, and they had poor visibility into their performance overall. Information regarding referral sources, documentation, and physicians with whom they partner was also not readily available.

Why Forcura Was Selected

As Conner explains, “I selected Forcura [for a previous employer] due to its streamlined system and user-friendly experience. Coming to CSI, I knew Forcura had only improved over the last few years to be an even more effective platform and would be a great value-add for CSI.”

How Our Solution Made a Difference

Conner says the implementation of Forcura “was one of the easiest rollouts we’ve ever had.” He added that the platform has been very easy to adopt and his staff has received great support from the Forcura team. “We’ve never experienced delays in receiving support or exploring enhancements to the system,” he says.

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Conner Nelson
Director of Operations CSI Pharmacy

Operationally, Conner says Forcura is one of CSI Pharmacy's most stable platforms. Its technology has helped the organization accelerate conversion to a cloud-based architecture, and its centralized display of referrals and orders has provided much greater transparency into CSI Pharmacy's business, enabling them to reduce turn-around time for signed orders. Forcura has also facilitated CSI Pharmacy's critical migration from hardwired fax machines to cloud-based fax servers, and the organization's sales team can now leverage Forcura's mobile tools to capture documents in the field and instantly transmit them to the back office.

How Forcura Fits into CSI Pharmacy's Long-term Vision

Conner says Forcura helps his organization better position itself against other specialty pharmacies. Using such features as Secure Document Delivery, which enables sensitive documentation to be uploaded digitally and directly to other locations, CSI Pharmacy will continue to leverage Forcura's technology as it explores new ways to differentiate itself in the industry.