Toward a Zero-Drift Prescription Workflow

Reducing Transcription Risk and Improving Operational Efficiency through Intelligent Streamlining

I. Executive Summary

In today's pharmacy environment, efficiency and accuracy are more essential than ever. Yet a legacy redundancy persists: prescriptions entered by prescribers are routinely re-typed by technicians, then verified by pharmacists for accuracy — despite originating from digital, structured sources.

This process introduces opportunities for error without necessarily adding meaningful value at each step. The solution is not fewer safety checks, but smarter ones — reducing manual drift, leveraging intelligent systems, and letting skilled human labor focus where it matters most.

This memo outlines a vision for a Zero-Drift Prescription Workflow — one in which structured prescriptions flow directly into the pharmacy system with minimal manual re-entry, reserving technician and pharmacist expertise for exceptions, clinical nuance, and workflow integrity.

II. Problem Statement

Current workflow structure (standard retail environment):

1. Provider transmits eRx.

2. Technician re-types or populates prescription manually.

3. Pharmacist verifies the technician's entry.

4. Prescription is dispensed.

• Errors can be introduced (e.g., typos, wrong quantity, SIG misinterpretation).

• Verification becomes reactive instead of preventive.

• Valuable technician time is spent duplicating structured information rather than optimizing clinical or operational output.