Corum SCRIPTARC

Frequently Asked Questions (FAQ)

How Does ScriptARC work?
A Data-Matrix barcode created is attached to the script; when scanned the data included in the barcode is read by the software; it categorises and stores the script using the following parameters: script category, serial number, script number, and claim period.

Does the LOTS system generate a Data Matrix barcode for a non-standard PBS listed drug (i.e. Compounding script)?
Yes, LOTS generates a Data Matrix barcode for private scripts (non-PBS scripts).

Can ScriptARC handle duplicate scripts?
Yes, through LOTS you can print a smaller barcode and place on the duplicate sticker. This script, like all others, will be stored on the ScriptARC application with script category, serial number, script number, and claim period.

Can I use my existing LOTS system?
Yes, however ScriptARC requires LOTS version R98-138 or higher in order to print the barcode.

Can I destroy/dispose of the paper scripts after scanning?
Please refer to the Australian Government Health Services Website for more detailed information.

How do I access the ScriptARC Cloud Application?
The ScriptARC Home hyperlink on the Scan Summary page will launch the ScriptARC cloud application. You can also access the login page via the URL. Whilst the ScriptARC cloud application can be accessed anywhere online we strongly recommend that it is only accessed from a secure device in the pharmacy.

Can I have ScriptARC across a number of PCs?
The scanner should be configured with one PC (as they are mapped to a destination folder) however you can access the scripts on the ScriptARC application from any PC in the pharmacy.

If I need to retrieve a script how do I find it?
Retrieval of a script through ScriptARC is easy. You can search for an archived script based on script number or serial number.

Is it possible to search scripts by patient name?
No, not at the present time. The current version's search function allows you to search using script number or serial number.

Is there an ability to email myself scripts for claiming purposes?
Yes, you can email scripts directly to the registered applicaiton email address which attaches the script as a PDF.

Does the system save a photo image of the script?
Yes, the scanned images are captured in the program and the user can view the scanned scripts.

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Can the system handle having two or more images for the same script number?
Yes, the ScriptARC application can store more than one image for the same script (when all the scanned scripts have the same barcode attached to it). This is one of the key features of ScriptARC allowing you attach other patient documents to a particular record.

Can I use my own printer/scanner?
No, as the ScriptARC application is specifically designed to work with the Fujitsu IX 500 ScanSnap.

Can the scanner be used for other purposes?
We don't recommend it because re-configuration will be required every time you need to use it for ScriptARC, which can cause errors.

Do I have to scan scripts one at a time?
No, you are able to scan up to 50 scripts at a time. This allows you to scan in batches over the day.

Can the scanner handle hospital and hand-written scripts on low quality paper?
Yes, however customer feedback from existing ScriptARC users has recommended that these should be scanned together and separate from ordinary scripts.

When can I scan scripts?
Scan scripts after they have been dispensed and signed.

Where are the scripts stored?
All uploaded scripts are stored in the cloud application. Scanned scripts are also, in addition, stored locally for a limited time (configurable setting) and then removed after the configured time expires. ScriptARC is hosted on the Microsoft Azure platform in an Australian data centre with Locally Redundant Storage.

How do I know that the scripts have successfully been scanned to the cloud?
The display screen on the ScriptARC scan summary page will display the script status as 'uploaded'.

What happens when a script is not completely read, do I have to re-scan?
Usually not, it depends on what information is missing. Some information is able to be added manually.

When you say "missing scripts are automatically identified" does this mean that the system checks the scanned scripts against scripts dispensed that day?
No, it refers to identifying scanned scripts with any one (or more) of the following criteria missing: script category, serial number, script number, and claim period. A reconciliation feature that matches the scanned scripts with the dispensed scripts is currently being worked on and intended to be released in a future version of ScriptARC.

Can ScriptARC handle Meds Charts?
No, however this is currently in the pilot phase and will soon be rolled out in a general release.

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