mdsPackage Tracking

Track product status and location with Package Tracking Automated Supply Chain Management System from TSH

With Package Tracking from TSH, proof of each delivery is captured electronically via a hand-held device and is easily available throughout your enterprise.

The Problem:

Everyday, supply chain employees and clinicians spend a significant amount of time looking for products. More often than not, there is a sufficient inventory of medical and surgical supplies at the correct place when they are needed. However, all too often (and for a myriad of reasons), they are not. The objective of the MDS Package Tracking Module is to provide real time information about the location of products to the people needing the information.

Stock outs can occur for many reasons. The most common scenario is an unforeseen event that has consumed a much higher quantity of product than usual. Picking and delivery errors can also cause missing product. Although normal ordering procedures will eventually replenish the inventory, the product is needed for surgery now! In fact, the product may have already been ordered, picked and delivered to the hospital but it hasn't yet made it to its final destination. It may be at the receiving dock, or it may be on its way up to the department on a service elevator. It may even be in one of the 6 totes that represent the order that was submitted less than 5 hours ago. But – it's not in the hands of the clinician who needs it now!

Much time is spent by hospital personnel looking for the missing product – and what do they do when they can't find it? Sometimes they give up and hope that it will eventually show up. Oftentimes, instead of continuing their search or waiting for the product to show up, they submit a STAT request to ship the product again. Then, when both the original and 2nd order show up, the 2nd order is shipped back and must be restocked at the Distribution Center.

The Solution:

The MDS system with its Package Tracking Module provides detailed inventory visibility to the clinicians and hospital employees needing the information.

The MDS system tracks order status from initiation to fulfillment. Detailed status information is recorded on each order as it passes through each phase of the process. This information is available to warehouse personnel using the MDS inquiry facility. Hospital personnel at remote sites have access to the same information via the secure Internet facility provided by MDS' RemoteNet module.

To track the location of each package, MDS uses a system similar to the ones used by FedEx & UPS. Each outbound package is bar coded to facilitate its tracking from location to location. Each delivery driver, and each of the on duty supply chain people at the hospitals who deliver totes to their final destination carry a PDA like device. When packages are received at the hospital, these devices will be used to confirm the receipt of each order and capture the signature of the person who did the work. This information will be used to update the location of each package and later identify who last handled the product in question.

Product/Order Status:

- **Receipt of the order** – Typically via electronic means
- **In Pick** – Using paper or paperless methodologies.
- **Picked - Staged to Ship** – Every outbound package is bar coded to facilitate its tracking from location to location. MDS tracks the items shipped on each order, and also has the facility to track the products placed in each individual package (or tote).
- **On the loading dock** – MDS controls the loading of each truck by downloading an electronic manifest to each driver's hand-held PDA device.
- **On the Delivery Truck** – Each package is scanned to insure that only totes belonging

continued

Package Tracking Benefits

The MDS Package Tracking tracks the status of your product shipment from shipping dock to their final location. Using bar code and portable data entry (via PDA) technology, the system allows you to;

1. Track which truck contains your product.
2. Track each carton as it is delivered to the correct location.
3. Receive signature, date and time, and number of cartons delivered to ensure correct delivery.
4. Have delivery and product status information available to everyone in your enterprise, over the internet.

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on that truck are loaded. After the truck is loaded, any missing packages are displayed on the PDA - virtually eliminating loading errors.

- **In transit** (with departure time and ETA)
- **At the hospital's receiving dock**
- **At final destination**

The tracking data can be sent electronically to each hospital's MMIS or "Point of Use" systems (i.e. Health Line Solutions, and/or PeopleSoft). These transactions can be used to automatically update the inventory of those systems.

The final phase of the Tracking System solution is the inquiry ability made available to hospital personnel utilizing the secure Internet facility provided by MDS' RemoteNet module. These inquiries are directed towards answering the question, "where is it?" To access this information from any PC, one would open a web browser on the Internet (or Intranet) go to designated webpage, click on the "Customer" tab and enter their ID and password. Several product searches are available to help identify the item or items that someone is trying to find. Another inquiry chronologically lists department orders that includes those items. The same inquiry will give the last location of the order/product, which package it's in as well as its location status.