Frequently Asked Questions – NexsysADC

Why Choose NexsysADC?

How many of your systems are in use today?

NexsysADC has 2,000+ installations of Gen 1 and Gen 2. Installations began in the United States in late 2012 and have been steadily expanding internationally, with continual software updates and hardware advancements. NexsysADC has been deployed in a variety of healthcare settings including senior care homes, hospice, education simulation, veterinary, ambulatory surgery centers, dental clinics and more.

How do you determine which facilities would be good candidates for this system? How many beds or how many orders per day are considered necessary to justify the cost of this system?

There are many tangible and intangible factors – cost of stat/first dose delivery's, stat/first dose processing, lost charges, lost revenues and GP using contract providers, using NexsysADC to attract new revenue opportunities – expanding geographic reach and providing a competitive differentiator.

Current Capsa FirstDose Users

How is NexsysADC different than Capsa's FirstDose?

NexsysADC is not just an advanced FirstDose. It is a new platform with significant advancements in software, hardware, and interfacing. Our customers will appreciate the refinements that Capsa has built into NexsysADC, including: heightened medication security especially for controlled and high-value meds; guided access to medication locations; simplified interface; cloud computing and connectivity; and simple replenishment processes.

I currently use FirstDose. Will Capsa still support it?

Yes. Capsa will continue to provide world-class service and support for your FirstDose systems that are already deployed. Click here to request help.

Can a FirstDose unit be converted to the NexsysADC platform?

No. Due to obsolescence in operating systems and communication differences with the older FirstDose system that will not be supported in the future. FirstDose users are encouraged to migrate over to NexsysADC. Most customers have already chosen to adopt the new platform due to NexsysADC's modern design and added security features, especially for controlled medications.

Practical Uses & Healthcare Settings

Where should NexsysADC be used?

Anywhere where decentralized medication doses are onsite, and management needs a solution for secure storage and trackable access.

Can NexsysADC handle Stat doses and 1st doses?

Yes. That is one of the most common usages for NexsysADC. It eliminates manual methods like the "tackle box" frequently used in extended care settings.

Can NexsysADC store controlled medications?

Yes. That is one of the most common usages for NexsysADC. Controlled medications as well as high-value

NexsysADC™
by Capsa Healthcare

For additional help, contact Capsa Healthcare Support Desk at 844.378.3673

CapsaHealthcare.com | 800.437.6633

©2020 Capsa Healthcare

rev Dec 2020

medications are securely stored, with built-in alerts to prevent tampering.

Does NexsysADC adhere to my Board of Pharmacy's regulations on narcotics handling?
Yes. Although each state board has specific requirements. Your Capsa representative will help you to determine how NexsysADC settings are applied in your state.

What healthcare settings can NexsysADC be used in?
The common-sense design and affordability of NexsysADC lends itself to a host of healthcare environments including extended care/nursing homes; critical access hospitals; surgery centers; rehab and psych environments; hospice; nursing education simulation; animal health clinics; and dental clinics.

Interfacing

Will NexsysADC interface with my pharmacy software platform?
NexsysADC currently interfaces with the extended care industry's most common pharmacy management systems. Your Capsa representative will consult with you.

How long has your pharmacy interface been operating in LTC facilities?
Capsa launched the interface in December 2015.

How does NexsysADC connect?
NexsysADC interfaces with your patient management system with our robust 2-way Pulse Interface Engine (HL7).

ROI & Cost

Can you provide figures for actual cost savings from using this system?
Yes. NexsysADC delivers an accelerated ROI in months, not years. Your Capsa representative can provide a customized ROI analysis.

Can you bring your system to my pharmacy to provide a demo, or could you arrange for us to visit a facility that uses your system?
Yes. Frequently the best way to experience the innovative NexsysADC user experience is with a demonstration. Your Capsa representative will arrange this with you.

What are the costs for NexsysADC, such as purchase, installation, training, support, and interfaces?
We would be happy to provide a detailed quote. Contact your Capsa representative to start the process. Your representative will work with you to configure the options you are interested in.

Do you offer leasing or other financing alternatives?
Yes, contact your Capsa representative for our various financing options.

Does Capsa provide contracted pricing for GPO members (MHA, GeriMed, etc.)?
Yes.

Does Capsa offer a trial period and money-back guarantee?
Yes, contact your Capsa representative for details.

Can you provide references from facilities and pharmacies that are using your system?
Yes, contact your Capsa representative to discuss references that best match your business model, geography, or other priority criteria.

What does your system do better than anyone else?
NexsysADC provides an unmatched level of medication exchange flexibility and options, configurability, security measures, and storage capacity – at a fraction of the typical investment for automated dispensing cabinet systems.

Medication Management

Can NexsysADC accommodate large supplies and healthcare treatment kits?
Yes. In addition to Controlled Access Modules, or CAMs (for controlled or high value medications) and medication bin cassettes (for routine medications), a NexsysADC cabinet can also be outfitted with 3", 6", or 10" bulk supply drawers. One or more 10-tier auxiliary cabinets (optional) also can be networked to a NexsysADC main cabinet or 4T countertop cabinet to expand capacity (up to 400 SKUs per auxiliary cabinet).

Can NexsysADC accommodate inhalers, IV bags, IV tubing, etc.?
Yes. Larger items can be stored either in the medication bin cassettes (configurable for 1 to 14 SKUs per bin), or 3", 6", or 10" bulk supply drawers. One or more 10-tier auxiliary cabinets (optional) also can be networked to a NexsysADC main cabinet or 4T countertop cabinet to expand capacity (up to 400 SKUs per auxiliary cabinet).

How many different medications can be stored?
NexsysADC comes in two base sizes. For the main cabinet (10 tiers high), the maximum configuration can hold 400 SKUs. For the 4T countertop cabinet (4 tiers high), the maximum configuration can hold 150 SKUs. One or more NexsysADC auxiliary cabinets (10 tiers high) can be networked to one main cabinet or 4T. For facilities that choose to add external storage (refrigerator, locked cabinet, etc.), these can be managed by NexsysADC to greatly expand your control of additional SKUs. Your Capsa representative can analyze your formulary mix and help configure the ideal NexsysADC setup.

Can NexsysADC track medications kept in a refrigerator?
Yes, external locations can be set up to track medications located in an area outside of the main NexsysADC cabinet. Capsa's unique key management system allows optics on both the key and refrigerator medications.

How does NexsysADC handle controlled medications?
Controls can be managed (exchange and dispense) down to the NDC/dose level. NexsysADC tracks and traces who accessed what medication, when, and for whom. The NexsysADC solution has a mixture of secure lidded positions, open matrix storage, and bulk storage.

How do I know which medications should be stored in CAMs, medication bins, or bulk supply drawers?
Every facility's patient population and medication management needs are unique. That is why NexsysADC was designed to be adaptable and scalable to suit any patient group, security level, and budget. Your Capsa representative will run a detailed analysis to identify the ideal NexsysADC configuration for each of your facilities.

NexsysADC™
by Capsa Healthcare

For additional help, contact Capsa Healthcare Support Desk at 844.378.3673

CapsaHealthcare.com | 800.437.6633

©2020 Capsa Healthcare

rev Dec 2020

Does the system provide for security and accountability down to the individual drug level or just to the tray level?
Hardware Features: For medications stored in a CAM, there are two locks between the user and the individual medication: the lock that opens the drawer, and the individual locked cell lid. Each drawer and cell lid has a lock sensor embedded, so the cabinet knows when a drawer or cell has been tampered with. Unplugging the cabinet will not bypass the sensors, as the cabinet has a built-in UPS battery integrated into the cabinet providing a few hours beyond loss of power. The CAM has a built-in smart battery.

Software Features: NexsysADC assigns every medication and supply to a position, whether in a CAM, matrix medication bin, supply drawer, or an external location. Access to any inventory is based on each user's rights to access the item. If the users have user rights to the DEA Schedule or supply assignment rights, they will have access to the item.

Pharmacy Monitoring: NexsysADC is a true Enterprise solution, so pharmacies can see the facility information for the facilities that "belong" to that pharmacy. Activities are monitored through the dashboards and reports. Accessible from anywhere, anytime, the NexsysADC web portal provides access to all system management functions.

Can I search for medications by both the trade and generic name?
Yes. The medications are searchable by generic or trade names.

Can I print a label for medication or supplies stored in the cabinet?
Yes. The optional label printer can be used to label items in a variety of settings. For instance, to label patient-specific multi-use items in urgent care facilities where medications will be sent home with the patient; in surgery centers to label patient-specific drawn up medications.

Medication Restocking & Inventory
Describe the recommended re-stocking procedure.
NexsysADC is flexible to meet any process that the pharmacy and state BOP requires. Options that the system controls are manual onsite refilling, pre-stock, and full CAM exchange. Your Capsa representative will consult with you to identify the most efficient and secure methods that adapt to your workflow.

Who can perform restocking?
Restocking privileges is a user assigned right within the user settings.

How does NexsysADC handle inventory record keeping and auditing?
There are multiple ways to show utilization of inventory. From NexsysADC dashboards, to reports like "Par vs. Usage", the system includes multiple ways to gauge the usage of medications from an inventory perspective.

Do I need extra CAMs to replenish the cabinet?
Not necessarily. There are several methods to restock your NexsysADC cabinet. Talk to your Capsa representative to discuss the best process that meets your workflow.

Is the CAM secured while transporting medications from the pharmacy to the facility?
Yes. The CAM can be opened only if docked in a NexsysADC Replenishment Station, or within a NexsysADC cabinet. Capsa offers an optional wheeled CAM Transfer Tote to securely and safely carry 1 to 3 CAMs.

NexsysADC™
by Capsa Healthcare

For additional help, contact Capsa Healthcare Support Desk at 844.378.3673

CapsaHealthcare.com | 800.437.6633

©2020 Capsa Healthcare

rev Dec 2020

Security & Users

Who has access to what levels of the system?
NexsysADC is a role-based solution. The administrator creates the roles and then defines the access rights that each role has. Users then are assigned a role and cabinet access.

What reports can be generated to address activity on the system?
NexsysADC offers a host of standard reports, including all transactional data, hardware activity, user usage, patient usage, and more.

How does NexsysADC handle diversion detection?
CAMs have built-in tamper evidence technology. Also, the system provides a variety of standard reports that focus on user usage as well as patient usage.

Can NexsysADC provide a one-time access code (OTA) for dispensing select medications?
Yes. The OTA (One Time Access) is a way to provide the pharmacy the ability to approve all dispenses.

User Management

How many nurses can be in the system? How many can be using one unit during the same shift? Same questions for pharmacy staff.
There is no limit to the number of users.

How does a user gain access?
User access rights are created within the NexsysADC online portal.

Can I use name badge? Or fingerprint?
The user is required to use two positive forms of ID (a combination of typing, biometric finger print reader and/or scanning the name badge including proximity cards).

Who can see who is accessing what?
NexsysADC tracks and traces all activity within the cabinet utilizing reports. Viewing of reports within the online portal is an access right that gets assigned.

Implementation, Installation, & Training

After the purchase, how long does installation take?
For a new customer installation, the typical turnaround is 4-6 weeks. This includes all of the pre-implementation onsite set-up and training. Since each NexsysADC is configured for the facility's unique needs, our standard build time for a single cabinet is one business week (can be expedited).

What is the training process for both pharmacy and facility?
Capsa utilizes the "Train the trainer" model. During implementation, a NexsysADC champion and super users are identified and trained to fully support the NexsysADC system.

Is a manual available?
Both hardware and software manuals are available, along with a printed Quick Start guide, which offers quick

instructions on how to perform standard operations. Online videos and help documents are also available.

What countries can NexsysADC be installed?
Please contact your Capsa representative to inquire about your country's application.

Support & Service

What if the NexsysADC system goes down, or we experience a power outage?
NexsysADC is a hybrid cloud-based solution that utilizes the cloud to manage the solution as well as securely store all historical transactions. It is built on the robust Microsoft Azure platform-as-a-service (PaaS) architecture, where redundancy and a 36-hour running back-up ensures a high availability. The unit runs a locally installed application and has a built-in offline mode when a network outage occurs. The unit also has an integrated backup battery that provides an estimated 8-10 hours of runtime. While the unit should be plugged into an emergency receptacle at the facility, there are manual overrides available to physically open it.

What are support hours?
Capsa provides dedicated NexsysADC Support. Our NexsysADC hotline offers 24 x 7 x 365 phone support, with a 24-hour on-site response after dispatch. Capsa's dedicated support can be reached at 844.378.3673 or nexsys.support@capsahealthcare.com.

Updated Dec 2020