

ARKANSAS STATE BOARD OF PHARMACY ON DIGITIZING PROCESSES

Overview:

The Arkansas State Board of Pharmacy licenses, permits and oversees pharmacists and pharmacies, as well as the distribution system for the sale, delivery, or distribution of prescription drugs, medical gases, durable medical equipment and legend devices.

Data: Licenses 22,000+ individuals and facilities to practice in Arkansas.

Agency Transformation Phase: 3, Customer Service

Opportunities and Solutions

Opportunity: The Arkansas State Board of Pharmacy lacked a web presence to help support their licensing efforts. Because of this, the agency staff spent time answering calls, writing emails and mailing letters to serve their licensees. But their small staff of five struggled to keep up with the manual licensing processes.

Solution: The Arkansas State Board of Pharmacy transitioned to offering digital licensing services. They put their applications and renewals online, for example, along with the complaint process and license verification. In addition, switching to single sign on for password verification also reduced work for the agency, placing password management in the hands of Google or Microsoft, for example.

GL Suite enables the agency to:

- Reduce paper
- Decrease calls
- Reduce postage
- Save money
- Save time

The agency plans to offer their licensees digital license cards—to fit inside their phone's digital wallet. Other plans include interfacing with the National Registry for Pharmacy to better integrate data. Managing workflow and data analytics also top their wish list.

Links:

[Agency Transformation | Regulatory Agency Software \(glsolutions.com\)](https://glsolutions.com)