

FAQs (Frequently Asked Questions) – NexsysADC

An interactive online FAQ is available. [Click here.](#)

Why Choose NexsysADC?

How many of your systems are in use in long term care facilities today?

While NexsysADC is a new technology, it is based on a trusted, proven system. Capsa has over 1,000 first-generation FirstDose systems installed throughout the United States.

How long have you been manufacturing the NexsysADC system?

NexsysADC manufacturing began in January 2018.

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 isn't just an advanced FirstDose. It's 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?

Unfortunately no, NexsysADC is a new hardware and software system. FirstDose units cannot be retrofitted.

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

Does NexsysADC adhere to my Board of Pharmacy's regulations on narcotics handling?

Each state board has specific requirements. Your Capsa Representative will help you to determine how NexsysADC applies 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; residential care facilities; rehab and psych environments; hospice; nursing education simulation; animal health clinics; 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 pharmacy 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. Very frequently the best way to experience the innovative NexsysADC user experience is via an onsite demonstration. Your Capsa Representative will arrange this with you. [Click here to connect with yours..](#)

What are the costs for NexsysADC, like purchase, installation, training, support, interfaces?

We would be happy to provide a detailed quote. [Click here to connect with your Capsa Representative to get the process started.](#) Your sales rep will work with you to configure the options you are interested in and provide you a quote.

Do you offer leasing or other financing alternatives?

Yes.

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

Yes.

Do you offer a trial period and money-back guarantee?

Yes. If at the end of our 90-day trial you decide NexsysADC does not meet your needs, then you will pay only the cost of return shipping.

Describe any issues regarding the fact that a pharmacist is not involved 24/7. Does the pharmacy software need to be running whenever your system is accessed by nursing? Please describe the after-hours process.

The system can be accessed 24x7 by nursing within the guidelines set by pharmacy and their client. Pharmacy also has the ability to access remotely if allowed by their state BOP.

Can you provide references from facilities and pharmacies that are using your system?

Please contact your Capsa representative. In addition, [see this video of past FirstDose users' experience with NexsysADC.](#)

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.

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.

How many different medications can be stored?

The maximum configuration can hold 403 SKUs. However, additional auxiliary cabinets can be attached to the main cabinet to expand the number of available 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.

How does NexsysADC handle controlled medications?

Controls can be managed (exchange and dispense) down to the NDC/dose level – tracking / managing access based on who accessed, when, what medication, and for whom. The NexsysADC solution has a mixture of secure lidded positions, open matrix storage, and bulk storage. The hierarchy Capsa follows is:

1) Most secure position type: Controlled Access Module (CAM)

Locked drawer that contains a removable insert with a max of 25 individually locked-lidded cells. (12 different CAM configurations available). Includes several built-in alerts against tampering. CAMs are always locked into the drawer and can only be removed by an authorized user as part of an exchange workflow.

2) 2nd most secure position type: Open-cell medication cassette modules

Both 6-bin (2 tiers) and 9-bin (3-tier) cassette modules are locked into the unit.

During the removal of a medication, only the one row of bins (1 tier) unlocks and a light guides the user to the particular row. The rest of the cabinet remains locked.

3) 3rd most secure position type: Bulk supply drawers

3", 6" & 10" matrix style supply drawers

Electronically locked and unlocked

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's 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.

Does the system provide for security and accountability down to the individual drug level or just to the tray level?

Hardware Features: For meds 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 LiFePO4 (Lithium Iron Phosphate) 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 access to the item. Access to controlled substances always requires a witness.

Pharmacy Oversight: 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 will be also be displayed on the screen in this fashion: Generic (Trade) Strength Form (e.g., Morphine Sulfate (MS Contin) 15mg Tab)

Medication Restocking & Inventory

Describe the recommended re-stocking procedure.

NexsysADC is flexible to meet any method that the pharmacy and state BOP requires. Methods that the system controls are manual onsite refilling; one-to-one prestocking via a "transport CAM", 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

Are there additional costs for restocking methods that involve "transport CAMs"?

Yes. Additional costs are incurred to have the replenishment station in pharmacy which controls the workflow and the unlocking of the CAMs themselves.

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 three methods to restock your NexsysADC cabinet, where pharmacy is transporting medications to the facility site. Medications can be carried with your current transport method, or the pharmacy can use one or more Transfer CAMs (for one-to-one prestocking, or full CAM replacement). With any method, the convenient Prestock Option in the NexsysADC software guides the exact replacement of medications to the exact cell within the cabinet.

Is the CAM secured while transferring medications from the pharmacy to the facility?

Yes. The CAM can only be opened if docked in a NexsysADC Replenishment Station, on top of a NexsysADC cabinet, or within a NexsysADC cabinet. Capsa offers an optional wheeled CAM Transfer Tote to securely, safely carry 1 to 3 CAMs.

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 are then assigned a role and what cabinet the user has access to.

What reports can be generated to address activity on the system?

NexsysADC offers 19 standard reports, with reports that target all transactional data, hardware activity reports, user usage, and patient usage reports.

How does NexsysADC handle diversion detection?

The system provides a variety of standard reports that focus on user usage as well as patient usage. Capsa is evaluating partner technologies that offer auditing software like RxAuditor.

Can NexsysADC provide a one-time access code (OTAC) for dispensing select medications?

Yes. The OTA (One Time Access) is a way to provide the pharmacy the ability to approve all dispenses. This can be done by either prompting for an authorization code prior to allowing access to the selected medications, or with NexsysADC, provide a preapproval for medications specific to the user, patient and medications requested. Upon Approval, the OTA would then place an action card in the specific users Action list, and once selected the user would then enter the one-time access code provided by pharmacy. After the code is authenticated, the user would then go directly to the removal process.

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?

Per the facility's/pharmacy's prodigal, users will be created within the portal, along with their access rights and which NexsysADC cabinet(s) they can access.

Can I use name badge? Or fingerprint?

There are different login types available. For the first time logging in for each shift, 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's 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 and onsite implementation steps. Since each NexsysADC is configured for the facility's unique needs, our standard build time for a single cabinet is 1 business week (can be expedited).

What is the training process for both pharmacy and facility?

Standard implementation includes 2 days of onsite training (1 day at pharmacy, 1 day at facility). Capsa offers additional training on a per-facility basis at an extra charge.

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. Onscreen help also is available.

What countries can NexsysADC be installed?

Currently installations are focused on the United States. Capsa anticipates expanding into international markets in 2018.

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?

Once installed, Capsa provides dedicated NexsysADC Support for pharmacies and facilities. Our NexsysADC hotline offers 24x7x365 phone support, with a 24-hour on-site response after dispatch.

What periodic maintenance is required?

Capsa releases security patches as required. Feature updates will occur on a quarterly basis for the next few years. The only periodic maintenance required will be to replace the LiFePO₄ (Lithium Iron Phosphate) smart battery used in the CAM every 3-5 years (low cost, approx. \$70).