

Meet AVA

Your Advanced Virtual Assistant



Your New Assistant Just Arrived!

Today's healthcare compliance and pharmacy teams are flooded with various alerts, especially when it comes to identifying and investigating potentially suspicious user activity related to drug diversion. DetectRx is known for detecting unusual medication access and potential diversion, and we've taken it a step further with new innovations to bring you AVA, your Advanced Virtual Assistant for drug diversion investigations.

Built into DetectRx, AVA is your personal investigator, who automatically follows up with managers regarding their users' questionable behaviors and reports back to your team with actionable information. AVA's goal is to reduce the time spent on gathering information between EHR users and your compliance or pharmacy team through automation.

Why AVA?

AVA automates routine drug diversion monitoring tasks, allowing your compliance and pharmacy teams to focus on higher-value work that requires human expertise.

Key Advantages Include:

- Identify events that require follow-up from a user's manager
- Notify designated leader of potential high risk medication activity
- Questionnaire with activity-specific questions and actionable
- Reassess the risk level of an event based on user responses
- Document actions and results in DetectRx
- Escalate unanswered questionnaires
- Automatically notify, escalate, or close incidents based on configurable rules

How does AVA help your drug diversion experts?

With AVA as your Advanced Virtual Assistant, your team saves time collecting and documenting information about potential drug diversion and medication administration non-compliance, so they can focus on the parts of the job that require human expertise.



Limited False Negatives

Drug diversion monitoring is about more than just reducing false positives. Solutions that focus too heavily on eliminating them risk missing genuine cases of suspicious medication activity.

AVA goes above and beyond to detect unusual user behavior, account for false positives, and, most importantly, limit false negatives, providing your team with a well-researched list of truly concerning events without causing alert fatigue.



Investigation Follow-up

When a potential drug diversion event is identified, auditors are often tasked with a long list of follow-up steps, from speaking with the department manager or to performing additional chart reviews. This is where your assistant, AVA, steps in to save time.

After a user engages in an activity scored as high risk for diversion, AVA immediately follows up with a questionnaire to gather deeper insight. When done manually, this process could take days, weeks, or even months before you gain a clear understanding of the event.



Building Trust

Continuous monitoring strengthens compliance by identifying non-compliant or suspicious medication activity. Users know AVA can instantly detect unusual behavior and that every interaction is documented, fostering accountability and building a culture of vigilance and safety across the organization.



Keeping Compliant

AVA also helps you stay on top of compliance rules and regulations with comprehensive statistics and reports you can share with executives, boards, compliance committees, regulatory agencies, and your broader organization.



For more information about AVA, DetectRx, or any other iatricSystems products or services, or to request a demonstration, please contact us using the information below.

Additional types of costs may include server and storage hardware, Microsoft licensing (OS, database, etc.), 3rd party licensing (digital certificates, backups, etc.), and 3rd party interface/ integration. Please consult with iatricSystems for the specific server hardware and software requirements for this product.