

Personal service wins new customers thanks to SP 100



Robotic arm counts and fills without cross-contamination.



Thousands of pharmacies rely on the SP 100 Robotic Prescription Dispensing System to improve patient safety.

Louis Ladson says that he developed his pharmacy practice through niche services such as providing prescriptions to assisted living facilities, offering HIV medicine, and marketing compounding services to doctors.

“Over the years, the margins on prescriptions have become less and less. So at Lincourt Pharmacy, we focus on personal service to our customers to drive up our script count. We’ve always been very busy counting pills, but we made sure to keep our service levels up.

“But if one of the staff members called in sick, my day would be ruined because I would end up counting pills all day instead of talking to my customers and providing other services.

“The solution clearly became automation—to relieve the stress on my staff and my business.

“I did my research and landed with ScriptPro. They have the track record and they back up their products

with complete customer service. The sales rep really tried to understand my needs and he knew with our volume and the size of our pharmacy, the SP 100 would be the best option for us.

“The system is very dependable and the interface with my pharmacy is seamless. I didn’t want to depend on a computer guy being in my pharmacy running the show. Previously, I spent money on a machine that didn’t interface and I soon realized what a problem it was.

“I also use the system to dispense free vitamins for my customers.

We run a promotion for patients who come in with a prescription for vitamins from a doctor. I will provide free vitamins to that person for a year. That way, I make sure to see that patient all year long, giving me plenty of opportunities to talk with him or her.

“With the SP 100, I have happy customers, happy staff, and I’m happy, too.”

Louis Ladson, R.Ph., Owner

Lincourt Pharmacy

Customer Since 2007

Pharmacy Type: Independent

Prescription Volume: 165 per day

Location: Clearwater, FL

ScriptPro®

Pharmacy Automation

For more information call: 800.606.7628 • 913.384.1008 • www.scriptpro.com