

# Metcare Pharmacy Finds Big Solutions in Compact Robotic System



Atul Shah, R.Ph., Owner



Compact Robotic System is a sleek new addition to the robot product line.



Robotic arm counts and fills without cross-contamination.

“I bought this store and several others in 2009. The script volume was at 100 to 120 per day at the time, but now we fill 300+ prescriptions per day. Early in 2012 I started looking at automation options. I met ScriptPro through the Indo-American Pharmaceutical Society seminar [Atul is currently the president of IAPS].

“Metcare Pharmacy has very limited space, and fitting even three people in the pharmacy makes it crowded. I dismissed the vacuum-based technology because the loud noise it produces would be really irritating in a small space. In addition to finding a faster method of filling the growing number of prescriptions, I wanted to get patient wait times down. I looked at CRS because it is small and I needed the speed of automated dispensing. The CRS is actually a very efficient way to fill scripts in that small space.

“With this machine our average wait time for a prescription is cut in half and the inventory situation is better because the 75 cells in the machine hold a lot of inventory. The CRS is great and I wish I had bought it in 2009 when we were doing 120 scripts per day. If we had it in 2009, the workflow would have been a lot better.

“While I was looking, I went to see the SP 200 at St. Jesus Pharmacy. That machine is 10 years old but is state of the art technology and Rasik Vikani, the owner, is still happy with it. Rasik is a very honest and intelligent man, and that’s part of why he’s so successful. I would take his word. His location also has a limited space but he manages it well.

“One thing I’ll tell you about ScriptPro is that the people working there are very honest and they will help you by all means. They make sure they take care of you.

“In light of Obamacare (the Affordable Care Act), the way I see it is that there’s a window of time this year for other

pharmacists to automate and prepare themselves. If you’re doing 200+ prescriptions per day, or if you’re thinking about expanding or diversifying, there are two important things to keep in mind about automation. With ScriptPro, you get an automated audit trail with its customized reports for insurance companies, meaning you’ll have no problem when there’s an audit. Also, you will save money on labor; employment is the biggest expense right now and it goes up every year.”

*Atul Shah*

## Metcare Pharmacy

*Customer Since 2013*

**Pharmacy Type:** Independent

**Prescription Volume:** 300 per day

**Location:** Bronx, NY

**System:** CRS

## ScriptPro®

### Pharmacy Automation

For more information call: 800.606.7628 • 913.384.1008 • [www.scriptpro.com](http://www.scriptpro.com)