

# SP 100 replaces counting technology—improves safety and customer service



Andrea Boyd, Pharm.D.



Chantel McCain, Pharm.D.  
Student, scans her badge to verify a prescription.



Anna Gump, Pharmacy Technician, scans a stock bottle to replenish a cell.

“We previously purchased counting technology, but the first time we had a service call, we were told we had no service contract. We could not afford to pay \$150 per hour each time we needed to make a phone call for a service question, so we de-installed the equipment although we continue to make payments on our lease.

“At a volume of 300 prescriptions per day, we knew we needed automation to free up our time to help us provide a high level of customer service while keeping our staffing at the same level. Time is valuable, and since I fit diabetic shoes I need to spend a great deal of time with my patients.

“We liked ScriptPro because it’s easy to use. One feature important to our business is the ability to calibrate the cells yourself, making it easy to change generics in the system.

“After working with the other counting technology, we really appreciate the added safety feature with ScriptPro that the bottles are automatically labeled by the system. When a label is applied by hand, as with counting technology, there is the chance that the

wrong label will be applied to a bottle—ScriptPro eliminates that possibility.

“Then there is the customer service. We asked other pharmacists about ScriptPro and heard about their very high level of customer service.

When we call ScriptPro’s Customer Service, we get a live person on the phone who knows who we are and how to help us. Our questions are answered in minutes!”

—Andrea Boyd, Pharm.D.

## Red Cross Pharmacy

*Customer Since 2011*

**Pharmacy Type:** Independent

**Prescription Volume:** 300 per day

**Location:** Plattsburg, MD

**System:** SP 100

## ScriptPro®

### Pharmacy Automation

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