Spalitto's Pharmacy reduced stress on pharmacy staff with SP 200

Pete Spalitto, R.Ph., Owner

Bob Giamalvo, R.Ph., verifies a prescription on the SP 200 with Collating Control Center.

More Prescriptions Just Add Stress

"Spalitto's has been in Kansas City for 70 years—I'm the third generation. We have a loyal customer base. Our script volume was increasing because a couple of stores around us closed and people were dissatisfied with other options so they came to Spalitto's. At our store we are very personable, offer good customer service, and we treat people well.

"Then my customers noticed that I wasn't smiling because I was so busy. My staff was willing to work harder but everyone was giving their best effort already. I got to the point that I couldn't pick up more business because it would require my staff and me to work even more hours. Hiring more people wouldn't work because we don't have enough room. I needed a way to help my long-term employees by taking the stress off them and still be able to take in additional business.

"So I decided to automate. I looked at other automation products but some have no track record, some you can't calibrate the cells on-site, and the customer service was questionable."

Spalitto's Pharmacy
Customer Since 2003

Pharmacy Type: Independent
Prescription Volume: 400 per day
Location: Kansas City, MO

ScriptPro Stood Out

"I asked other pharmacists and ScriptPro was always recommended. From start to finish in the process, every department I talk to at ScriptPro is A-1.

"After installation of the robot, I went from having one pharmacist and two techs filling prescriptions to one pharmacist and one tech. The other tech is able to do all the other activities that need to be done—follow up with doctors, clean old stock off the shelves, restock greeting cards, etc."

I Got My Life Back

"We can be a lot more productive ... and with less stress. Our store was better from day one after installing the SP 200. Working with it is like going from a typewriter to a computer.

"In addition, the chance for errors is reduced using ScriptPro. When you are busy, there are fewer pharmacist checks. Now we run 55–60% of our volume through the SP 200. When the workload on people decreased the chance for errors decreased.

"Since ScriptPro, I have a life. I'm taking my family on two vacations this year; I never would have done that before ScriptPro."

Pete Spalitto

ScriptPro®
Pharmacy Automation

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