Busy urban pharmacy reduces customer wait time and stress on staff

Peter Koo, R.Ph., Owner

Starside Drugs

Cathy Ding, R.Ph., uses the SP 200.

Starside Drugs is a busy, urban pharmacy with six locations in New York City. Space is extremely limited but traffic into the stores is high.

"My goal in looking for automation was to manage the growing script volume without adding employees, and to relieve the stress on my current staff. When the workload is high, the employees are busy counting, running around the pharmacy filling prescriptions, and answering the phone. A hectic environment is hard on the staff and not conducive to customer service. If the workplace is too stressful, employees look for another job—I want my employees to stay.

"I started with the SP 200 and it handles over 50% of our prescription filling. With the robot filling prescriptions, my staff spends less time counting, and more time on customer and patient service. My staff is happy and my customers are happy.

"The SP 200 is a steady worker, more reliable than people. Having the safety features of the robot and SP Central Workflow have increased our accuracy, too. We leave at the end of the day with confidence that we have dispensed accurately. With a staff that's not so tired, we have less chance for a human error.

"We are filling more prescriptions with the same number of employees but our days are less stressful. The SP 200 and SP Central Workflow are good for our pharmacy and our customers."

Peter Koo

Starside Drugs

Customer Since 2002

Pharmacy Type:	Independent
Prescription Volume:	400–600 per day
Solution:	SP 200 & SP Central Workflow
Location:	Flushing, NY

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