

CRS 150 Helps Pharmacy Focus on Patient Needs and Customer Service



Robotic arm counts and fills without cross-contamination.



CRS 150 fills, labels, and delivers up to 150 prescriptions per hour—and takes up just 9.5 sq. ft.

When a customer drops by Watson's Drug Store to pick up a prescription, owner Bart Caldieraro, R.Ph., isn't just concerned about the business transaction; he's invested in making that customer feel like family. With the pharmacy motto, "Your Family is Our Family," customer satisfaction is of utmost importance.

With his CRS 150 robot filling prescriptions, he has more time to counsel, and help customers understand their medications and how they work. Customers keep coming back and have made Watson's Drug Store their go-to pharmacy.

Caldieraro says his decision to automate was not an easy one. He did very thorough research on automation before making the leap to invest in a ScriptPro robot. "I value the reliability of ScriptPro products, the space-saving features of the CRS 150, and the great customer service."

According to Caldieraro, before he's flipped on the lights in his pharmacy each morning, his CRS 150 has already filled 30 to 40 prescriptions. This gives him and his staff a head start, which reduces pressure. "If I were approached by another pharmacist considering automation, I would ask him, 'Do you get all your prescriptions filled every day or do you have carry-over prescriptions for the next day?' If you want to eliminate carry-overs, then you need to automate."

Watson's Drug store is a full-service pharmacy. It provides many services, including long-term care, home delivery, automatic refills, planner programs, immunizations, public speaking, and hospice. With a robot in place, time is freed up to focus on all of these tasks, not just filling prescriptions.

In the end, it was ScriptPro's customer service that impressed Caldieraro the most. "I want to be a partner, not just a customer. We have to work together, be able to talk to each other, and help each other. Too many people have other brands of robots that are not running,

and I can't have that. If something happens with my robot I know I can count on ScriptPro's customer service to handle it quickly and provide great service."

Caldieraro remembers the first week when the CRS 150 went live. "That first Monday we hit 55% fill rate, and on Tuesday and Wednesday we hit over 50%. We knew right then the robot was the greatest addition to our business in ten years. Deciding to automate is a difficult decision, but the best one you'll make as a pharmacy owner. You'll see how it will drastically improve your business.

"Otto the Robot is definitely an employee for life!"

Bart Caldieraro, R.Ph., President & Owner

Watson's Drug Store

Customer Since 2014

Pharmacy Type: Independent Retail

Daily Prescription Volume: Over 300

Location: Greenville, IL

System: CRS 150

ScriptPro®

Pharmacy Automation



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