

# Staff Depends on SP 200 to Streamline Workflow and Service



Robotic arm counts and fills without cross-contamination.



The universal dispensing cells in the ScriptPro robots are easily calibrated on-site.

John Wiley, R.Ph., owner of Wiley's Pharmacy in Quarryville, PA, says, "We must have looked a little silly running around the store back in 2001 before we installed our ScriptPro SP 200 robot." Back then it was up to the staff to locate bottles and fill prescriptions in a timely and efficient manner. Luckily, Wiley knew how to streamline his pharmacy practice and make things easier for his staff and for himself.

There's a lot less "running around" these days with the SP 200 filling prescriptions. On the very first day, the robot filled over 100 prescriptions. Now Wiley's staff has time to manage other essential tasks and provide better customer service, while at the same time taking human error out of the equation.

Quarryville is a rural, farming community and may only have a population of 2,000, but this small town pharmacy is busy! Aside from a chain store nearby, the next closest pharmacy is at least 10 miles away. Wiley says without the SP 200 their business wouldn't be nearly as efficient. He adds, "Customer service can separate independents from chains, and this allows us to have much better customer service."

Wiley was pleased that his staff embraced automation. He says, "There are four people who know the robot inside and out. I don't think they would be here today if we didn't have a robot.

They're running the register, answering phone calls – doing everything. Now the robot reduces their stress."

What would Wiley say to someone considering automation? "Automation is the key! There is a learning curve involved, but with this job, I wonder how we ever lived without it. Looking back, I don't know how we did it before."

With the use of automation, Wiley's Pharmacy has more time for many other services, including immunizations, flu shots, and medication therapy management (MTM).

Wiley is very pleased with ScriptPro's customer service, noting "I wish my computer software company had the customer service that ScriptPro has. They are very knowledgeable, very helpful – I have never experienced a level of service like yours. ScriptPro is proactive rather than reactive."

## Wiley's Pharmacy

*Customer Since 2002*

**Pharmacy Type:** Independent Retail

**Location:** Quarryville, PA

**System:** SP 200

**Daily Prescription Volume:** 350

## ScriptPro®

**Pharmacy Automation**

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