

A Grand Pharmacy Plan for the Grand Canyon



Grand Canyon National Park, AZ



The pharmacist conducts high quality, safe, and efficient remote prescription filling, verification, and counseling using ScriptPro Telepharmacy between locations.

The Grand Canyon, known as one of the most spectacular natural wonders of the world, is now home to some pretty “spectacular” pharmacy technology, too.

Grand Canyon National Park is like a small city with 3,000 people living within the park and another 3,000 living just outside. Add another five million visitors each year. The National Park Service recognized the importance of providing access to medical and pharmacy services to all the residents who live and work there, as well as park visitors. Consequently, the Park Service partnered with North Country HealthCare, a community health center based in Flagstaff, AZ, to staff a health center inside Grand Canyon National Park.

Access to pharmacy services remained a challenge, however. The closest pharmacy was 100 miles round trip according to Mary Lou Brubaker, PA-C, PharmD, Director of Pharmacy for North Country HealthCare. Sometimes prescriptions were mailed, sent by courier, or a patient would have to make the drive. Unfortunately, these options were inconvenient for patients and many prescriptions were never filled.

“Each year the Park Service would request a pharmacy at the Grand Canyon clinic,” said Mary Lou, “so I kept

looking at options that would allow North Country to operate a remote pharmacy at the Grand Canyon site.”

She finally found the solution while at the ASHP Conference — ScriptPro’s Telepharmacy. Using telepharmacy would allow North Country to provide on-site pharmacy services at the health centers in the Grand Canyon and Kingman, AZ.

However, Arizona currently does not have rules and regulations for telepharmacy. Mary Lou explained, “We had to present to the State Board of Pharmacy to request a waiver to operate telepharmacy. ScriptPro helped guide us through the process and came with us for the presentation to

the Board. We were granted the waiver for the Grand Canyon and Kingman locations.”

A pharmacist in the North Country HealthCare pharmacy in Flagstaff uses telepharmacy to verify prescriptions and counsel patients while certified pharmacy technicians working at the Grand Canyon and Kingman medical centers dispense the prescriptions.

Thanks to the collaboration of the Park Service, North Country HealthCare, and ScriptPro’s Telepharmacy, the residents and visitors of the Grand Canyon now have pharmacy services available to them.

North Country HealthCare

Customer Since 2010

Pharmacy Type: Community Health Centers

Location: Main Pharmacy – Flagstaff, AZ
Satellite Pharmacy – Grand Canyon National Park

System: Telepharmacy

ScriptPro®

Pharmacy Automation

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