

# SP NEWS

ScriptPro® Perfect Integration.

ScriptPro Customer Newsletter

Vol 6 Issue 4

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### Message from the CEO

ScriptPro has now introduced the Compact Robotic System (CRS). At a footprint of 7 sq. ft., this robot is designed to fit in even the smallest pharmacy. We developed this product so that every pharmacy, regardless of size, shape, or prescription volume, could use the power of robotics in the dispensing process. As you are aware, with robotics, accuracy is ensured from end to end in the process and pharmacy staff are freed up to work with their patients.

The CRS uses the same dispensing technology that has proven so successful with the larger ScriptPro robots. This means easy adaptation to the evolving world of drugs (see the article on the coming wave of generics in this issue) plus a standardized system that you will never outgrow.



Mike Coughlin

*(continued on middle of page 3)*

## GOT GENERICS?

### Automation should make your life easier, not harder!

Seven out of twenty of the world's top selling drugs will have generic versions in the near future. With patents ending for drugs such as Lipitor® and Plavix®, a wave of new generics is soon to follow.

Prescription volumes are expected to increase as more people will be able to afford the lower cost of generic drugs. This trend is expected to continue over the next decade with as many as 120 name brand prescription drugs coming off patent.



Switching out generic drugs in a ScriptPro robot is as easy as turning a thumbscrew—literally! When a new generic comes in, you won't miss a beat because you can recalibrate the cell for the new drug on-site in less than a minute.

Check out this short video on calibrating ScriptPro dispensing cells:

[www.scriptpro.com/cell-calibration](http://www.scriptpro.com/cell-calibration).

Other robots don't have this advantage. With them, you could have to:

- Mail the cell to the automation company for calibration every time you get a new generic. It could take weeks to get the cell back.
- Weigh each new pill, calculate the correct air pressure setting, adjust nozzle width and height, and hope calibration is correct for cells with circuitry.
- Wait for a customer rep to come by to calibrate your cells.

ScriptPro's simple cell design allows you to provide prompt and safe care to your patients and keep your business running smoothly.

**ScriptPro®**

**Pharmacy Automation**

Scan code pattern with smart phone for ScriptPro information.



## Customer Feature

# All Robots Are Not Created Equal

“We started with another company’s robot and quickly found we spent just as much time catering to the automation as we did manually filling prescriptions. The cells on the system were small and we were constantly refilling them, cleaning the dust from electronic sensors, and restocking vials. If we wanted to add a new generic medication we had to send in a request for the drug information to be added to the database, and it could take up to six weeks! Calibrating a cell for the generic drug meant calling the company to get settings or waiting for a customer service person to come to our store and adjust the settings.



into a cell and ready to dispense in minutes instead of days or weeks. The ScriptPro drug database is the most complete I’ve ever seen. We have yet to see a drug that isn’t already in the database.

“With the other system, we spent about 20 hours a week on the “care and feeding” of the robot compared to two hours per week on the ScriptPro robot. We save money on vials because we can use our preferred brand for the SP 200 and for our manual fill prescriptions.

There is no comparison on noise level. The other system sounded like a vacuum cleaner running constantly behind you. When the SP 200 was first installed, we kept walking over to make sure it was running because it is so quiet.

“The people from ScriptPro who installed our system and those who trained us were all very prepared, professional, and knowledgeable. Now we have the time to devote to our customers.”

*Brian Scott, Pharm.D., Pharmacy Manager*

### Realo Discount Drugs

*Customer Since 2011*

**Pharmacy Type:** Independent

**Prescription Volume:** 300 - 350 per day

**Location:** New Bern, NC

**System:** SP 200

“Then we switched to the ScriptPro SP 200. First of all, the system was much easier to fit into our pharmacy workflow. There is more flexibility with a ScriptPro robot because you have the option to put it up against a wall. The cells calibrate with a turn of a thumbscrew. We can have a new generic loaded

## Script Tip: Adding Prescriptions to a Batch in SP Central Workflow

If you want to add additional prescriptions to an existing batch, or need to batch all prescriptions for the same family together, SP Central makes it easy! Scan the existing batch barcode for one patient, then scan each **script label** barcode to add each additional script to the batch. When it’s time to dispense to the customer, just scan the batch barcode—all scripts for all of the patients in the batch will appear on-screen.

## What is a QR Code?



If you noticed the square blue and white “graphic” on the cover of this issue of *SP News*, then you spotted a Quick Response (QR) Code!

QR Codes are two-dimensional barcodes that can hold thousands of characters of information. When a QR Code is scanned

with a reader on a smart phone, it links the user to content on a website or activates phone functions including calling, emailing, instant messaging (IM), and SMS. QR Codes are popping up in many places, such as the following: direct mail pieces, magazine ads, business cards, food packaging, billboards, and tradeshow booths.

QR Codes are relatively new in the U.S., but have been used in countries like Japan for many years. Denso Wave, a subsidiary of Toyota, created them in 1994. The company elected not to exercise its patent rights and that has encouraged widespread global use of QR Codes.

Keep your eyes open for QR Codes—scan them with your smart phone and see what you learn!

*(continued from Message from CEO)*



*Compact Robotic System (CRS)*

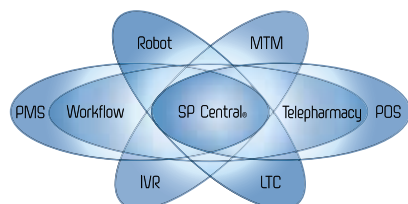
In short, every pharmacy SHOULD use robotics for safety and productivity. It's clearly the way pharmacies will operate in the future!

*Michael E. Coughlin*

# HAPPY HOLIDAYS AND A HAPPY NEW YEAR FROM SCRIPTMAN!



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ScriptPro® Perfect Integration.

# D.0 IS JUST AROUND THE CORNER

**V**ersion D.0 is the new version of the National Council for Prescription Drug programs (NCPDP) standards for pharmacy transactions—replacing Version 5.1. The mandatory compliance date for Version D.0 is **January 1, 2012**.

What does this mean to you? Your pharmacy management system must be in compliance with new functionality by 01/01/12 for the following transactions:

- Claims (healthcare claims or equivalent encounter information transactions)
- Eligibility Inquiries (eligibility for a health plan transaction)
- Prior Authorization Requests (referral certification and authorization transactions)
- Coordination of Benefits (coordination of benefits information transactions)

### **SP Central Pharmacy Management System is Ready**

At ScriptPro, we've been working closely with pharmacy trading partners to prepare for the Version D.0 transition. ScriptPro's SP Central Pharmacy Management System will be ready to assist our customers and their trading partners in meeting the implementation deadline.

If you have questions or comments about our planned transition to Version D.0, please contact **ScriptPro Customer Service at 800.851.2364**.

### **Overview of the Law**

In 2009, Congress passed modifications to the Health Insurance Portability and Accountability Act (HIPAA). In the regulations, the National Council for Prescription Drug Programs (NCPDP) Telecommunication Standard designated that Version D.0 was to replace Version 5.1 as the new approved standard for covered transactions—effective 1/1/2012.

### **Submit Your Stories!**

As a valued ScriptPro customer, we want to hear your story! How has your ScriptPro equipment improved your pharmacy practice? What tips and suggestions do you have for other ScriptPro customers?

Send your story ideas to Catherine VandeVelde: [cvandevelde@scriptpro.com](mailto:cvandevelde@scriptpro.com) or 913.403.5682.