

Press Release—For Immediate Release  
Media contact: Leslie Russo Bayer 913.403.5425  
lbayer@scriptpro.com • www.scriptpro.com

June 2009

### **Robot Speaks Many Languages—Improves Patient Outcomes**

MISSION, KS—Language is sometimes a barrier for patients when it comes to understanding instructions for taking medications. A prescription label language barrier increases the risk that a patient will use medication improperly and fail to obtain the benefit or suffer an adverse drug event.

ScriptPro robotic prescription dispensing systems incorporate technologies that translate medication instructions and drug auxiliary warnings, and print them on prescription labels in the preferred language of the patient. Languages covered include Spanish, French, Chinese, Arabic, Thai and Maori, in addition to English.

Navarro Discount Pharmacies, Miami, FL, prints approximately 75% of their prescriptions in Spanish. The focus of the largest Hispanic owned chain in North America is to meet the needs of and provide customer service to the Hispanic community in and around Miami, according to Albert Garcia, Executive Vice President of Pharmacy for Navarro.

Garcia says that understanding the prescription information is vital to having a successful course of drug therapy, especially when the patient is ill or nervous about receiving directions from the prescribing physician. He adds, “Having the Sig and auxiliary label in Spanish increases compliance and reduces the chance of over/under utilization of the medication or performing an activity that might be detrimental to the patient’s health.”

Peter Koo, R.Ph. and owner of Starside Pharmacies, built his five pharmacies to focus on the Sino-American communities in the New York City area. ScriptPro robotic and workflow systems allow his pharmacies to print prescription labels in Mandarin Chinese for his customers. According to Koo, “There are many opportunities for pharmacies to provide distinctive and valuable services to patient populations that might otherwise be challenged by language barriers.” He also hires employees with strong linguistic skills.

**ABOUT SCRIPTPRO:** ScriptPro develops, provides and supports state-of-the-art, robotics-based management and workflow systems for pharmacies. ScriptPro is dedicated to helping pharmacies lower operating costs, reduce dispensing errors and maximize customer satisfaction. ScriptPro technology helps pharmacies operate efficiently and profitably so they can deliver the maximum contribution to the healthcare system. ScriptPro, with headquarters in Mission, Kansas, provides automation to thousands of pharmacies worldwide.

###