

Robot helps Kerr Drug provide better customer service



Sheila King, Technician, works on the SP 200.



Ronald DeVizia, Pharm. D., Clinical Coordinator, provides customer service.

Using Automation to Maximize Resources

“As a small chain, we customize our stores around the community—we find out what services they need and incorporate them into the store,” said Mark Gregory, Vice President of Pharmacy and Government Relations. “We look at demographics and current health services available, then determine how Kerr Drug can best serve the community.”

He added, “ScriptPro fits right in with this goal because their automation allows us to leverage the resources we currently have.”

Kerr Drug acquired their first ScriptPro Robotic Prescription Dispensing Systems in 2000 and continues to add systems as needed.

“The quality of the product is without equal. Even though there are several other robots on the market

now, our investigations show that ScriptPro is still the way to go for pharmacy automation,” says Gregory.

“We want the pharmacy staff at Kerr Drug to be pro-active in the healthcare of our patients. Because we have an efficient fulfillment process in place with ScriptPro, we have more opportunities to ‘touch’ patients,” explained Gray Stewart, Director of Pharmacy Administration and Compliance. “Utilizing the SP 200 means getting extra capacity built into our stores and it helps us provide better customer service.”

“ScriptPro has been a very good business partner,” Stewart continued. “From the president, Mike Coughlin, on down, everybody in the company does what they say they will do.”

Mark Gregory, Vice President of Pharmacy and Government Relations

Gray Stewart, Director of Pharmacy Administration and Compliance

Kerr Drug
Customer Since 2000
Pharmacy Type: Regional Chain
Location: Raleigh, NC

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Pharmacy Automation

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