

Customer service improves at supermarket pharmacy



Robotic arm counts and fills without cross-contamination.



Thousands of pharmacies rely on the SP 200 Robotic Prescription Dispensing System to improve patient safety.

The leaders of family-owned **Schnuck Markets, Inc.** take pride in offering customers the very best in service, selection, convenience, and value.

Therefore, when Schnucks' pharmacies became increasingly busy processing an ever-growing volume of scripts while facing a pharmacist shortage, management turned to dispensing robotics. These new state-of-the-art tools have helped associates keep customer service levels high.

ScriptPro Robotic Prescription Dispensing Systems perform the time-consuming and tedious tasks of counting, filling, and labeling prescriptions, allowing pharmacy staff to spend time with customers.

“Given the shortage of pharmacists, we searched for ways to increase the productivity of our existing pharmacy teams while maintaining high levels

of customer service. We purchased the SP 200 because it does it all—count, dispense, and label prescriptions. The time we used to spend retrieving product from the shelf has been greatly reduced and the staff now has more time to interface with customers. As our productivity has increased, so has our script volume. Robotics has offered a real win-win situation for us and for our customers.”

Don Lafata, Pharmacy Supervisor

“The SP 200 has improved our service levels by literally cutting the number of steps we must take in half. Before, much of our

time was devoted to running to the shelf for a stock bottle, counting out the drug, and returning the bottle. Now, with the help of robotics, we can serve more customers faster and more efficiently. I can't see working without the SP 200.”

Sharon Badour, R.Ph.

Schnuck Markets, Inc.

Customer Since 2002

Pharmacy Type: Supermarket

Location: St. Louis, MD

ScriptPro®

Pharmacy Automation

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