

Bates Pharmacy & Medical Supply— 16% growth with SP 200



Robotic arm counts and fills without cross-contamination.



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

“ScriptPro has shown a commitment to their customers that we in turn use as our business model for customer service at Bates Pharmacy. ScriptPro understands that if we have a problem, just like when a patient has a problem, they need to have a sense of urgency to answer our questions and stay with us until the problem is solved. We count on the reliability and accuracy of our SP 200 to keep our business running, and ScriptPro’s people back that up with 24/7/365 customer service.

“We work on such a tight schedule getting prescriptions out to group facilities. If our vendor

didn’t offer the 24/7 customer service and we couldn’t reach them right away, it would bring us to our knees and our labor costs would go through the roof.

“Our prescription volume increased 16% last year with the ScriptPro robot because we can run multiple inventories through the one dispensing robot, enabling us to grow into the long-term care business.

“We’re a customer of ScriptPro’s, but we really feel more like a partner.”

Bob Cordier, President & CEO

Bates Pharmacy & Medical Supply *Customer Since 2001*

Pharmacy Type: Independent
Prescription Volume: 650 per day
Location: Spokane, WA

ScriptPro®

Pharmacy Automation

For more information call: 800.606.7628 • 913.384.1008 • www.scriptpro.com