

Bruce Smith Drugs holds staffing levels, reduces operating costs



Debbie Richmond, R.Ph., and Bill Richmond, R.Ph., Owners



Sean Houlihan at SP Station, performing an accuracy check for a manual fill.

Several years ago, Bill and Debbie Richmond added the SP 200 and SP Central Workflow System to their pharmacy. The robot took over most of the tedious counting and labeling tasks, increasing efficiency, and SP Central brought accuracy and order to the remaining dispensing process.

Over the past few years, as conditions have changed, Debbie has been able to keep staffing the same. “We haven’t had to hire more people because our staff is more efficient with the SP 200 and SP Central systems in place,” she says.

“In the industry, margins on prescriptions are being squeezed. ScriptPro has helped us keep dispensing costs down and reduced operating costs. We’ve remained profitable by cutting down on our workload and freeing up time for other activities, such as compounding.”

She added, “Our customers are happier because of our increased efficiency and accuracy. They’re more at ease because they know their medications go through the safety checks in SP Central and their wait times are down.

“I used to drive home at night and wonder, ‘Did I make a mistake today while we were really busy?’—with ScriptPro technology that nagging doubt is gone. The biggest advantage for the pharmacist using SP Central Workflow and SP Station is that every prescription is scanned. When I am juggling two or three things at a time, SP Central provides verification that I am dispensing the right product all the time.

“Paperless tracking of 100% of our prescriptions with the SP Checkpoint has organized our pharmacy and reduced the stress level. When a customer comes in, we don’t have five people looking around the pharmacy for the prescription any more. SP Checkpoint tells us exactly where the prescription is located, whether it’s in Will Call or somewhere else in the pharmacy.”

Debbie Richmond

Bruce Smith Drugs has been a mainstay in the Kansas City suburb of Prairie Village for 46 years. Bill Richmond managed the store for 44 of those years and now his daughter, Debbie, is managing with him. Their pharmacy is well known throughout the Kansas City area for its outstanding customer service.

Bruce Smith Drugs
Customer Since 1999

Pharmacy Type: Independent
Prescription Volume: 300 per day
Location: Prairie Village, KS

ScriptPro®

Pharmacy Automation

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