

Part D problems avoided with help from technology



Rusty Hewitson, R.Ph., Co-owner



Rusty Hewitson, R.Ph., and Georgia Woeger, Co-owners. "The SP 200 has definitely streamlined our operation."

"We became very proactive in educating our patients about Medicare Part D issues in an effort to avoid problems in January 2006. The only way we had the time to talk to our patients before the fact is because of our technology, and the biggest piece of that technology is the SP 200. Consequently, because we prepared and educated our patients for Part D, we ran smoothly when it took effect, which wasn't the case for most pharmacies.

"Our business and our pharmacy team have relied on our SP 200 robots since the year 2000 when we first leased them. When our leases came due, without a question, we bought the systems outright.

"We originally went with ScriptPro because of a huge pharmacist shortage in our area. Both of our locations were always two or three pharmacists short

and we just couldn't find qualified applicants. In addition, the existing staff couldn't find time to take vacations. We knew we needed a long-term solution.

"Owner Mike Clauser, researched automation online. When he called ScriptPro, he found that everyone he talked to was very responsive and up front. Based on the initial telephone conversations, we were sold on the company before we even saw the SP 200. We knew we would not just be buying a machine; we would be buying a long-term relationship with the company.

"Now that we're using the SP 200 in our stores, we know it was the right decision. The transition was very smooth, with overnight installation. It has definitely streamlined our operation. The pharmacists find it hard to believe we didn't do this sooner."

*Regina Woeger
Rusty Hewitson, R.Ph.*

Custom Care Pharmacy

Customer Since 2000

Pharmacy Type: Independent

Location: San Ramon and Pleasanton, CA

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