

# Mabank holds operating costs down, reduces stress with SP 200



DeWayne Chapman, R.Ph., Owner



Janieann Wolfe, Pharmacy Technician, increases her productivity because the SP 200 is easy to use and saves time.

“Since buying the SP 200 robot over five years ago, our prescription volume has steadied to what I call ‘cruising altitude.’ We have less stress and less chaos, and ScriptPro has helped us raise our customer service levels as high as we can get. Our operating costs are steady, too.

“We chose the SP 200 because it’s easy to use. The cells can be changed in five minutes with a new drug and be ready to go. The word of mouth on ScriptPro is

excellent. When I called other pharmacies that had the SP 200, I heard about the quality of the support.

“The SP 200 has made the work environment less stressful and increased our productivity. The staff can do other things while the robot fills prescriptions. Our patients appreciate the fact that we can spend time one-on-one with them. We also keep our wait times short—that’s important, for example, to a mother coming in with sick children.”

*DeWayne Chapman*

## **Mabank Family Pharmacy**

*Customer Since 2000*

**Pharmacy Type:** Independent

**Location:** Mabank, TX

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**Pharmacy Automation**

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