

Telepharmacy Keeps Remote Town Pharmacy Open



SP Central Workflow coordinates the entire Telepharmacy dispensing process.

The pharmacist conducts high quality, safe, and efficient remote prescription filling, verification, and counseling using video/audio/data link between locations.

Located on the Strait of Georgia in British Columbia, People's Drug Mart provides pharmaceutical services on Quadra Island and to remote locations around the Strait. Pharmacist and co-owner, Colleen Hogg, used to drive an hour and a half to the town of Gold River several times a week to provide counseling and pharmaceutical services to her patients.

Filling 50 prescriptions a day, Colleen and her husband/co-owner, Shane Hogg, weren't sure it was financially feasible to keep the pharmacy in Gold River open. However, closing it meant there would be no pharmacy services for the town's residents. Colleen and Shane researched telepharmacy solutions and chose ScriptPro's Telepharmacy. Now, patients receive prescriptions and one-on-one counseling from Colleen via telepharmacy.

"Just like other less populated, out of the way areas, we had trouble getting a pharmacist to work outside of a major city. That led us to look at telepharmacy systems, so we could run the remote pharmacy with our current staff, lessen my need to commute, and ensure that the people around Gold River would have a pharmacy.

"We went with ScriptPro because it has many safety checks that other systems don't have. As a pharmacist, I needed to be comfortable with the security level at the remote location. With another system we considered, the stock bottle isn't scanned during the dispensing process. If the technician chooses a stock bottle of the wrong strength, there wouldn't be a process to catch it.

"With ScriptPro's Telepharmacy the prescription is scanned by the technician and entered into the system. If the technician presents the incorrect bottle of medication or the wrong strength, the prescription won't be processed. The technician takes a picture of the medication and I see it with

the original prescription. Then I counsel the patient via a video and audio connection.

"The store manager and technician working at the remote location received training on the ScriptPro system. The learning curve was fast. At first they had to explain to our customers how I was checking the prescription remotely, and now the customers are used to it.

"I still make the drive once a week to see my patients, but I have confidence that the correct drug is being dispensed even when I am not physically there."

Colleen Hogg, R.Ph., Owner

People's Drug Mart

Customer Since 2009

Pharmacy Type: Independent

Prescription Volume: 100 per day - Quadra Island
50 per day - Gold River

Location: Quathiaski Cove & Gold River,
British Columbia

ScriptPro®

Pharmacy Automation

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