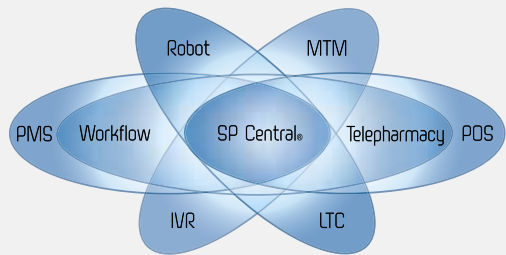


Perfect Integration: A Comprehensive Business Plan for Pharmacy



ScriptPro® Perfect Integration.



“Perfect Integration”—support for all the technology you need to run your pharmacy.

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

“Our pharmacy operates as an HMO for US Family Health Plan for military retirees and active duty members. We fill the 90-day prescriptions and send them out through mail order.

program and proactively contact patients, inform them of savings available by using our pharmacy, and educate healthcare professionals about the financial benefits of using our preferred formulary.

“Before coming to work here ten years ago, I worked for a retail pharmacy chain that used the ScriptPro robot in many of their pharmacies. I knew ScriptPro also had software, so I put together a business plan for our pharmacy that included an SP 200 robot, SP Central Workflow, and SP Central Pharmacy Management System.

“Since deploying ScriptPro automation, our process is safer for several reasons. First, the barcoding has reduced any potential for error. Second, the drug database displays pictures for every medication so the pharmacist sees the actual drug for verification. Third, the label on the prescription has a description of the pill so the patient can compare the pill in the vial to the description on the label. Fourth, we don’t miss sending any mandatory

US Family Health Plan
St. Elizabeth’s Hospital
Customer Since 2009

Pharmacy Type: HMO
Prescription Volume: 350–650 per day
Location: Brighton, MA

“The goals we established in the business plan were to: increase efficiency; employ a safer, paperless system; track each prescription during every stage of the filling process; and divert the time saved by using automation into our cost savings program. We wanted the pharmacists to have enough time to be involved in the cost savings

medication guides, which must be mailed with every medication, because the workflow automatically prints it out upon verification by a pharmacist.

(over)

ScriptPro®

Pharmacy Automation



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“SP Central Workflow saves us time because we can find a prescription in the system instantaneously. Before, we had to search through bags and paperwork if we needed to locate a prescription. The filling process is much more streamlined. We scan the prescription image and the paperwork does not print out until the prescription has been verified. The robot fills about 60% of our prescriptions and we are able to transfer the technician’s time from filling to data entry, which in turn frees the pharmacist for verifying the final product and participating in our cost savings program.

“With ScriptPro’s SP Central Pharmacy Management System integrated with the ScriptPro robotics and workflow, so many details go on behind the scenes that we don’t have to worry about, such as the automatic report printing feature. We also receive

reports for quality improvement projects, including a report of miss-scans and a breakdown of actions performed by each operator so we can monitor accuracy and productivity.

“The system is working well and we are in the 99th percentile for customer satisfaction with our pharmacy services. Since the system has been so successful, we have decided to add another ScriptPro robot, four more workstations, and personnel to support adding a business line to fill prescriptions for employees of the five hospitals in our system. ScriptPro is part of our business plan because we know from experience that utilizing ScriptPro’s automation and software platform will afford us the opportunity to save more money for our healthcare system.”

*Jim Germano, Pharmacy Manager,
US Family Health Plan, Brighton, MA*

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