

# Pharmacy's business plan counts on ScriptPro



Kelly Selby, R.Ph., and Nancy Selby, R.Ph., Owners



Syliva Jacob, Intern from Texas Tech University, with the SP 200.

Business is booming at this compounding pharmacy because of new technology and a coordinated business plan. First, to relieve stress from chaos, organize workflow, and increase dispensing accuracy, Kelly and Nancy Selby purchased an SP 200 Robotic Prescription Dispensing System. They also added a second register and started using HangUp® Bags Prescription Retrieval System in their pharmacy.

“We were overwhelmed with the amount of work we had. We kept hiring more and more people but the workflow became more confusing and we started misplacing scripts. We wanted a more professional work environment and a better place for our customers to come for their prescriptions.”

#### **Hold Employment Costs and Increase Productivity**

“The changes we made included adding the SP 200 to relieve the workload. The SP 200 fills close to 50% of our prescriptions and the stress level plummeted right after installation. We actually have fewer employees now, but we handle more prescriptions. Employment costs are stable and productivity has increased.”

#### **Develop Compounding Business Through Marketing**

“We market our compounding services directly to physicians. So we use the time freed up by technology to plan and carry out our marketing efforts—to work cooperatively with doctors to compound products for their patients. Part of our strategy is to hold lunch meetings with the physicians and their staffs. Our goals for these meetings are to talk about solving problems and to provide a global picture of our services. This is time-consuming,

but key to developing our business. With ScriptPro handling the bulk of our workload, we have time for marketing and the compounding it brings in.”

#### **Increase Patient Safety**

“Our accuracy has increased dramatically because of the built-in SP 200 safety checks. The system also took the chaos out of our workflow. Inventory reports add to the efficiency, so we don't run out of basic supplies.”

*Kelly Selby*

### **Community Pharmacy**

*Customer Since 2003*

**Pharmacy Type:** Independent Compounding

**Location:** Denton, TX

## **ScriptPro®**

### **Pharmacy Automation**

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