

Perfect Integration Works!



Owners Dave Moore, CPhT, Jean Moore, R.Ph., and Steve Moore, PharmD



"The SP 200 Robotic Prescription Dispensing System and Perfect Integration has allowed us to reallocate employee time."

"We built the store knowing from the beginning we would automate for safety and accuracy, but we started with a robot and pharmacy management system from other companies. Unfortunately, the systems never worked right, and we had interface issues that were never resolved and significant miscounts from the robot. Due to the interface problems, we had to re-label vials because the auxiliary warnings from the old pharmacy management system didn't transfer to the prescriptions from the old robot. For years we had to double count every prescription from the robot because of miscounts.

"Then in 2011 we made the switch to ScriptPro and its Perfect Integration model. The barcode scanning technology of SP Central Workflow for safety and accuracy is huge. PMS reporting and the inventory management are great for 340B prescriptions. And we see a noticeable time savings and better dispensing accuracy with the SP 200.

"The support from ScriptPro's Customer Service is second to none. Everyone we talk to is knowledgeable and very responsive.

"The access to claim data is an invaluable feature. If a prescription is rejected by a third party and we are told that 'field XYZ' is wrong, before we would have no idea what 'field XYZ' referred to. But ScriptPro allows us to search for the field and correct the information when appropriate, allowing the script to be approved for payment.

"We also have easy access to information when a prescription is rejected by a third party. In addition to any approved claim data, ScriptPro retains the information from claim rejections regarding any

changes the third party required. For example, if the original prescription was written for a 90 day supply, but the third party required us to fill it for 30 days, ScriptPro maintains an electronic audit trail that shows why the prescription was filled for 30 days instead of 90 days.

"Perfect Integration from ScriptPro has allowed us to reallocate our employees' time. The systems free up human hours."

Jean Moore, Steve Moore, and Dave Moore

Condo Pharmacy
Customer Since 2011

Pharmacy Type: Independent
Prescription Volume: 300 per day
Location: Plattsburgh, NY
System: Perfect Integration

ScriptPro®

Pharmacy Automation

For more information call: 800.606.7628 • 913.384.1008 • www.scriptpro.com