SP Central Workflow and Robot reduce errors, grow revenue

SP Central Workflow tracks every prescription in the pharmacy.

The universal dispensing cells in the ScriptPro robots are easily calibrated on-site.

SP Central Workflow has positively impacted safety and revenue for Cottage Pharmacy. Here's how, according to pharmacist Karen Brunswick.

"Since Workflow tracks all the prescriptions, every question about where a prescription is in the process is answered easily with a quick computer check: if we owe the patient pills, if a doctor needs to be called, if the prescription is out for delivery, or if it is waiting in Will Call. In a busy pharmacy like ours, this saves so much time and reduces the chaos that fosters mistakes. Plus, SP Central Workflow stops you from filling a prescription if the wrong drug or wrong strength is presented.

"Features in SP Central helped us to focus and grow our nutritional and home healthcare areas using System Alerts. When certain drugs are dispensed, an alert pops up on the monitor reminding the clerk or technician to recommend supplements and other complementary products for that drug. For example, when an antibiotic is dispensed we suggest a probiotic to the patient. We configure these alerts ourselves in the store. The time we save with ScriptPro robotics and workflow, plus help from System Alerts, has allowed us to develop additional revenue streams.

"Reports in the system keep our inventory tighter, too. We use a report every week that identifies the slower moving drugs in the robot, which we then change out with faster moving drugs. Changing out a drug in the ScriptPro cell is easy and virtually fool-proof because of the scanning at each step and the uncomplicated cell design."

Karen Brunswick, R.Ph.

Cottage Pharmacy
Customer Since 2002

Pharmacy Type: Independent
Prescription Volume: 300 - 400 per day
System: SP Central Workflow, SP 200
Location: Woodbury, NY

ScriptPro®
Pharmacy Automation

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