All Robots Are Not Created Equal

Robotic arm counts and fills without cross-contamination.

Thousands of pharmacies rely on the SP 200 Robotic Prescription Dispensing System to relieve their workload.

"We have a medium volume pharmacy. We keep staff to a minimum and try to be on a first name basis with our customers. We bought automation in order to save time and streamline our processes so we could devote more time to customer care.

"We started with another company's robot and quickly found we spent just as much time catering to the automation as we did manually filling prescriptions. The cells on the system were small and we were constantly refilling them, cleaning the dust from electronic sensors, and restocking vials. If we wanted to add a new generic medication, we would have to send in a request for the drug information to be added to the database, and it could take up to six weeks! Calibrating a cell for the generic drug meant calling the company to get settings or waiting for a customer service person to come to our store and adjust the settings.

"Then we switched to ScriptPro's SP 200. First of all, the system was much easier to fit into our pharmacy workflow. There is more flexibility with a ScriptPro robot because you have the option to put it up against a wall. The cells calibrate with a turn of a thumbscrew. We can have a new generic loaded into a cell and ready to dispense in minutes instead of days or weeks. The ScriptPro drug database is the most complete I've ever seen. We have yet to see a drug that isn't already in the database.

"With the other system, we spent about 20 hours a week on the "care and feeding" of the robot compared to 2 hours per week on the ScriptPro robot. We save money on vials because we can use our preferred brand for the SP 200 and for our manual fill prescriptions. There is no comparison on noise level. The other system sounded like a vacuum cleaner running constantly behind you. When the SP 200 was first installed, we kept walking over to make sure it was running because it is so quiet.

"The people from ScriptPro who installed our system and those who trained us were all very prepared, professional, and knowledgeable. Now we have the time to devote to our customers."

Brian Scott, Pharm.D., Pharmacy Manager

Realo Discount Drugs
Customer Since 2011

Pharmacy Type: Independent
Prescription Volume: 300 - 350 per day
System: SP 200 CCC
Location: New Bern, NC

ScriptPro®
Pharmacy Automation

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