Brigham and Women's safely dispenses prescriptions with SP Central Workflow

Les Bucey, R.Ph., Pharmacy Supervisor

Ashley Le, Pharmacy Technician, getting a label from SP Station.

Brigham and Women's Hospital is a 720-bed academic medical center serving the community in downtown Boston. Bill Churchill, Director of Pharmacy Services, said the pharmacy was experiencing a rapid growth in prescription volume and longer patient wait times. He wanted to solve these problems with technology that would expand the capacity of the BWH Outpatient Pharmacy and lower patient wait times, without adding staff.

"We looked at several options and decided on ScriptPro. The SP 200 was the choice because of its compact size, speed, ease of use, and functionality.

"One of the pharmacy department's goals was error reduction. So having a system that uses robotics and barcode scanning was vital to meeting this goal. It was also important to have complementary technology that would provide the same safety features in filling non-robot dispensed medications. This is why we purchased the entire SP Central Workflow System.

"I feel good about this decision because the technology delivered the outcomes that we were looking for. Also, the ScriptPro staff did an outstanding job with the installation process and with staff training. Their customer-focused approach, and their willingness to work with us on an ongoing basis, makes ScriptPro an excellent partner for us to work with."

Bill Churchill, Director of Pharmacy Services

"We decided that we needed to move forward with technology to meet our goals of customer satisfaction and keeping wait times low. The old technology was burdensome to use. ScriptPro fills faster with more safety, gives pharmacists time to do clinical activities like counseling, and brings an orderly manner to our workflow."

Les Bucey, Pharmacy Supervisor

Brigham and Women's Hospital
Customer Since 2001

Pharmacy Type:	Hospital Outpatient
Prescription Volume:	500 per day
Location:	Boston, MA

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Pharmacy Automation

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