

Competitive bid process shows ScriptPro is best value



Robotic arm counts and fills without cross-contamination.



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

“Our old automation didn’t have the capacity to keep up with our growing prescription volume. We sent out a competitive bid to find new automation, and we looked at five systems.

“We decided on ScriptPro primarily for three reasons: the customer service agreement, which includes cost and availability of personnel; technical specifications such as accuracy, dependability, reliability, less need for on-going maintenance, and cost for repair; and overall value of the system, including such things as efficiency and time saved by staff.

“Since our installation a few months ago, we have had no problem keeping up with our prescription volume. The robot is faster than we are—it’s always working ahead of us. ScriptPro is also living up to its promise of excellent customer service. The customer service folks are available 24x7, and they follow up on every single thing without us calling and reminding or cajoling them.

“A tool we use more than we thought we would is the drug query tool. If a parent brings in pills they found in their child’s room, we type in a few identifying words, such as shape, color, and markings, and the system finds the drug in question. We also have elderly patients who often mix their drugs together in a vial. A caretaker or family member will bring in the vial and ask us to identify the various medications that the patient is taking.

“We were incredibly pleased with the installation process. It started with the person who came in advance to take measurements and determine configuration requirements

for our pharmacy. The installation crew was very professional, arrived right on time, and worked efficiently to complete the install in a timely manner. After installation, the ScriptPro Trainer showed us how to use everything, and they really became a member of our team.”

Ralph Ballard, R.Ph., MBA, Pharmacy Manager

North Point Health Center Pharmacy

Customer Since 2007

Pharmacy Type: Clinic Ambulatory Care

Prescription Volume: 400 per day

Location: Minneapolis, MN

ScriptPro®

Pharmacy Automation

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