

Customer Profile • *Scott & White Health Plan – Temple, Texas*

Scott & White has been serving the healthcare needs of Central Texans and others from all around the U.S. and world for over 100 years. Scott & White Health Plan is a not-for-profit, state-certified Health Maintenance Organization (HMO) and is a nationally recognized leader in providing quality healthcare by focusing on prevention, early intervention, wellness and disease management. Pharmacy Operations Manager Bob Shoppa oversees Scott & White’s six pharmacies.

Goals:

With six pharmacies and wide-ranging prescription volumes, Scott & White’s goals for automation were to:

- Implement a single technology platform that they could start at any volume level, with any combination of workflow components.
- Enhance patient medication safety and customer service.
- Increase efficiency without adding new staff.



Rx Volume:

Scott & White’s six pharmacies’ daily prescription volumes vary from 175 to over 1400 during peak periods

Solution:

Scott & White’s pharmacies have various PharmASSIST configurations with systems ranging from a stand-alone Symphony software application to 1 PharmASSIST cabinet (50 dispensers) and 6 workstations to 2 cabinets (100 dispensers) and 7 workstations. In the highest volume pharmacy, they have integrated Symphony workflow management and 16 overall workstations with an existing robotic system.

The HMO employs NDC Health’s Zadall as their pharmacy management system.

The PharmASSIST system is fully integrated with Zadall, ensuring real-time prescription order flow for all Rx fulfillment tasks.



“ We carefully evaluated our pharmacies’ requirements and the various systems available. PharmASSIST offers the total workflow package and has the flexibility so we can easily scale up as the pharmacies’ volumes rise. ”

Benefits:

The PharmASSIST technology has enabled Scott & White's pharmacies to realize the following benefits:

Workflow Organization, Quality, and Accountability

Scott & White see workflow as the real key to helping them achieve their goals. PharmASSIST Symphony added a level of organization, quality, and accountability to their pharmacy workflow that has greatly improved prescription tracking, reduced medication picking errors, decreased staff stress, and created a peaceful work environment.

Scalability

Scott & White believed in Innovation's product line scalability. Thus, they started with automation that would address their current requirements and then scaled up as their volumes grew and requirements evolved.

Competitive Edge

The HMO believes the PharmASSIST technology gives them a competitive edge from a professional employment standpoint and helps them retain key staff.



“Innovation evaluated our current and expected volumes, our staffing, and our process, and recommended going smaller initially with the idea of scaling up later. They didn't try and oversell us on what we needed.”

“PharmASSIST's pricing was a great side bonus and the system's small footprint enabled us to avoid major renovations.”



To learn how PharmASSIST solutions can help you achieve your goals, contact us today at sales@innovat.com, call 607.352.2129, or go to www.innovat.com.

INNOVATION