

Summary

Matt Herbst, RPh, was used to the division of labor as a 16-year chain store pharmacist. Days were predictable and orderly. When he opened his own retail pharmacy in Port Byron, however, he found himself responsible for *everything*. "I'm not complaining. It's just a lot of detail, and sometimes it's hard to concentrate. And I wanted to make this a great experience for every customer," he says. "I could have eliminated some of the worry-points in my day, that would have made me better as a pharmacist and an owner." Not wanting to bring on another tech, he instead "hired" the Kirby Lester KL1Plus tablet counter with scan-verification. Ensuring every order's accuracy is now one less thing to worry about.



Setting

The only pharmacy in rural Port Byron, NY (along the historic Erie Canal) closed in 1996 after operating for more than 100 years. Mr. Herbst saw a need in this community of 3,000 and opened up the new Herbst Pharmacy in 2011 on the first floor of a former hotel. The script volume is slowly rising in this bright, friendly-feeling retail pharmacy.

- Daily Rx volume: Average 80 with peaks up to 110
- Staff: Typical shift is 1 pharmacist and 1 tech

Challenges

Why should customers patronize the new Herbst Pharmacy? Because, as Mr. Herbst advertises, they get their prescriptions quickly, accurately and with warm personal attention. But as script volume started to climb since opening his doors, he was aware that errors can become more of a challenge. "I was double-counting every order. And I still didn't feel like I had peace of mind," he says. Adding another technician would have been a luxury. Adding something like a big robot would have been worse. "We have the same challenges as the busiest pharmacy, but we had just two of us to do it all. I wasn't losing sleep because I was being so careful with every single order. I was just losing time every day," Mr. Herbst says.



Solution

Mr. Herbst received a fax in late 2012 about the KL1Plus. The device seemed small, simple, and perfect for his new business. He would be backed up by technology for both counting and verifying each order. As for putting up the money? "I could kill two birds with one stone because I could get a Section 179 tax write-off, and I could have this device that would help us speed up counting and prevent errors," he says. "Technology seems very expensive. But here was something that I could justify. I would be getting the same benefits as a much more expensive system." He runs the KL1Plus non-interfaced, but knows he can interface later to QS/1.

"You could get scared away from buying any new technology if you're only looking at the price tag. Or you could look at the benefits something like the KL1Plus will bring you. This is worth it. It's a great investment. Your business will benefit and you will feel less strained during the day."

Results

- 1. Every Order Is Accurate:** First and foremost, patients need their prescriptions filled exactly, every time. The KL1Plus ensures the accuracy of orders for all countable and unit-of-use medications.
- 2. Speeds Up Dispensing:** "We were averaging five minutes start-to-finish, and the KL1Plus makes us even faster. Customers have noticed," he says.
- 3. No More Worries:** Knowing technology is backing him up, Mr. Herbst breathes easier. "I know I didn't give 25 instead of 30. I know I didn't use the wrong strength. The device won't let me make a mistake," he says.
- 4. Simple To Use:** Some people seem to be natural-born computer whizzes. "That's not us," says Mr. Herbst. "But the KL1Plus was easy even for us to figure out. You take it out of the box, let it warm up to room temperature, read the instructions, and start using it."

Matt Herbst, RPh
Herbst Pharmacy
Pictured with Kyle, his newest "employee"