

Case Study

RX: Kiosk for Convenience
Asteres ScriptCenter®



Challenge

The ever-increasing number of prescriptions that must be filled on a daily basis and a shortage of qualified pharmacists have resulted in longer lines and extended wait times at retail pharmacies nationwide. A dependable, reliable alternative to dispensing prescriptions is needed – something that enables pharmacists to spend more time consulting with patients who need assistance, and less time dealing with clerical tasks and dispensing standard refills.



Solution

Enter ScriptCenter® by Asteres, Inc. ScriptCenter is a self-service kiosk that makes picking up a prescription convenient and hassle free. The unit dispenses refill prescriptions automatically after a customer confirms identity by entering credit card and password information. Once the medication is dispensed, the kiosk's embedded Seiko Instruments KPUS347 printer subassembly issues a record of the transaction and in some cases prints coupons to facilitate additional revenue for the store. Erik Barnes, director of hardware engineering for Asteres, specified a Seiko Instruments direct thermal printer for ScriptCenter due to the "price, reliability, resolution and flexibility to print various types of output."

In test markets across the country, ScriptCenter has received positive reviews from both patients and pharmacists. "[ScriptCenter] is

convenient for [the customer] and convenient for us," said a Longs Drugs pharmacist. "It means no waiting in line, and better control for the customer as to when they can come in."

Current ScriptCenter installations include:

- ❖ Longs Drug stores (CA)
- ❖ Safeway Inc. stores (CA)

Pending installations include:

- ❖ Longs Drug stores (Hawaii)
- ❖ University of California
- ❖ San Diego Medical Center
- ❖ Walgreen Co.
- ❖ Ahold Drug store (Reston, VA)

"We wanted a printer we could design in and never have to worry about again. And, 99% of the pharmacy people need to be comfortable with using it."

Eric Barnes

Asteres Director of Hardware Engineering