

TRUE Scalability CLEAR Migration

A single pharmacy automation platform to address the wide-ranging volumes of chain pharmacies.

One of the major challenges retail chains face is how to address the wide ranging volumes of your many pharmacies with a single technology platform. With PharmASSIST's fully integrated product suite, you can define an automation strategy to automate your pharmacies at all volume levels.

The PharmASSIST product family provides pharmacies with the complete breadth of automation tools from stand-alone workflow management software to end-to-end automated dispensing and workflow management technology to high speed, scalable robotic dispensing systems.

You don't have to worry about over- or under-automating, or how you're going to handle your ever-increasing prescription volumes. PharmASSIST's common software platform and dispensing technology enables you to seamlessly upgrade your capacity and easily migrate an existing PharmASSIST system to the next level of automation.

How's that for guaranteeing your all-important capital investment and providing peace of mind?

What Are Your Goals?

Whether you want to enhance patient safety, increase staff efficiency, or improve customer service, defining your pharmacy's goals is the key to ensuring your selection of the right technology for your pharmacies.

At Innovation Associates, we assess your goals, understand your problems, and carefully match up just the right PharmASSIST systems to help you



SmartCabinet

Plug-n-Play, Counting Only Technology

fully realize those goals... both today and into the future.



Costco Wholesale's overriding business goal was to improve customer service by implementing efficiency-related initiatives into their prescription filling process.

"Our main focus was the service counter... because it's where you have contact with the customer and where they build their impressions of your product and your services," says Vic Curtis, Costco's vice president of pharmacy. "Areas that



Enterprise System

End-to-End Automated Dispensing and Workflow Management

needed improvement were quicker retrieval of Rx's and order-related information, reduced wait times, and having an employee at the service counter, without moving, be able to determine the status of an order."

The heart of Costco's workflow is their ability to track Rx's from their inception to the time they leave the pharmacy. Their PharmASSIST Symphony and Enterprise Systems assign each prescription a specific status at every step of the process, enabling staff to simply enter a customer's name to find out where their prescription is in the process.

"Before we had the system, there was a lot of looking around on the part of cashiers and a lot of questioning. How many Rx's did you have? Did you call us? Did you call your Dr? Now it's a much faster process," comments Brian Moores, a Costco trainer and former Pharmacy Manager.



Robotics

Fully Integrated Suite of Dispensers, Robotics & Workflow Management

"I love the benefits this system gives us from the members' standpoint. They see the benefits and they see the confidence in the cashier's eyes. That says a lot from the customer service standpoint. It's worth its weight in gold."

Quality is Our #1 Product

Whether it's our unparalleled dispensing technology, dynamic workflow management software, powerful performance analysis, or top-notch professional services, everything we do revolves around quality.

New River Family Health Center of Scarbro, West Virginia can attest to that. New River's goals were to maximize patient safety, improve customer service, and decrease patient wait times. According to Scott Brown, pharmacy director at New River, "We had grown well beyond our current capabilities and we projected that our prescription volumes would continue to rise. We needed pharmacy automation technology that could carry us through this growth period and beyond. Our PharmASSIST Enterprise System has had a huge impact on upgrading the quality of our dispensing process and on improving all aspects of our customer service."



Since New River has had their PharmASSIST system Brown says their filling accuracy is as close to 100% as you can get and their patient wait times have improved by over 300%. New River recently filled 22,000 Rx's over a three month period without a single error.



Value-Added Services

To round out our suite of products, Innovation delivers a full realm of client services. From initial project planning and system design to implementation and training to ongoing 24/7 customer support, we deliver value-added services that reflect our commitment to building strong customer relationships.

University of North Carolina (UNC) HealthCare has successfully implemented PharmASSIST Enterprise Systems in three UNC Hospital pharmacies at the UNC Health

Care System in Chapel Hill, North Carolina. Colleen Gresham, assistant director of pharmacy, ambulatory care services at UNC Hospitals comments on the importance of these services. "Once we made our decision and moved ahead with the implementations, Innovation's client services team held our hands throughout our training and Go Live, patiently answered all of our questions, and has been there for us since day one. I'm very impressed with Innovation's commitment to service; it's been phenomenal."



A Proven Leader

In a rapidly changing technology marketplace, we've steadily grown and have installations in over 1000 customer locations around the world. Our presence in all market segments—retail chains, retail independents, hospitals/outpatient clinics, and the U.S. Government/DoD—has further strengthened our position as a leader in our field.

In the coming quarter, we'll introduce our new Retail Robotics System. You can purchase a minimum configuration robotic system and add dispensers as your volume grows. Or you can migrate your existing PharmASSIST system to the new robotics system. Place your order now and schedule delivery in Q2 2005.



For more information on our next generation PharmASSIST solutions, call 607.798.9376, email sales@innovat.com, or go to www.innovat.com.

PharmASSIST®
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