

**Customer Profile • UNC Healthcare**

– Chapel Hill, North Carolina

The UNC Health Care System is a not-for-profit integrated health care system, owned by the State of North Carolina and based in Chapel Hill. A distinguishing characteristic of UNC Health Care is its association with the UNC - Chapel Hill School of Medicine, a nationally eminent research institution. Assistant Director of Pharmacy Colleen Gresham has worked with the PharmASSIST technology and has experienced the benefits it has brought to UNC Health Care.

**Goals:**

UNC Health Care selected the PharmASSIST technology to address the following goals:

- Implement pharmacy automation technology that offered comprehensive workflow and quality assurance.
- Enhance the dispensing quality and improve the efficiency of their prescription filling process.
- Decrease the amount of time spent on system maintenance of technology.



**Rx Volume:**

The three UNC Hospital pharmacies employ a bank teller approach to fill on average 700 prescriptions per day with peak periods that reach up to 1100 prescriptions daily.

**Solution:**

The UNC Hospital pharmacies' Symphony+ System configurations include two systems comprised of 3 PharmASSIST cabinets, 150 dispensers, and strategically placed workstations for the various workflow tasks. The third system is comprised of 2 PharmASSIST cabinets, 100 dispensers, and workstations. The PharmASSIST system is integrated with the health center's Condor pharmacy management system, ensuring real-time prescription order flow for all filling tasks.



“As we evaluated various systems, PharmASSIST's imaging, workflow quality protocols, and dispenser features were the key differentiators that aligned with our specific requirements and helped us make our decision.”

**Benefits:**

The PharmASSIST technology has enabled UNC Healthcare to realize the following benefits:

**Comprehensive Rx Tracking**

PharmASSIST Symphony's end-to-end Rx tracking capabilities have enabled UNC staffs to know exactly where prescriptions are at any time. This has greatly reduced the amount of time they spend looking for lost prescriptions and disrupting other staff members.



*“The time we’ve saved by not having to clean the automation equipment has been huge, and has freed up our staffs to focus on the work at hand.”*

**Actionable Reporting and Data Analysis**

UNC Healthcare can now closely analyze all types of system and operator activity and make the appropriate adjustments to improve system and staff optimization. The electronic signature pad has enabled the pharmacies to eliminate paper signature logs, and generate reports that prove to patients that their prescriptions have been picked up.

**Greatly Reduced Maintenance**

The PharmASSIST technology does not require user cleaning thus UNC's staff has been freed from the time commitment of cleaning the automation, which has freed up staffs to focus on their roles in the prescription fulfillment process.

*“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.”*

To learn how PharmASSIST solutions can help you achieve your goals, contact us today at [sales@innovat.com](mailto:sales@innovat.com), call 607.352.2129, or go to [www.innovat.com](http://www.innovat.com).

