Pharmacy technology companies continue to step up to the plate, churning out innovative products and services that play critical roles in enhancing pharmacy workflow to help increase efficiency and productivity. Doing so, these companies’ solutions can go a long way in boosting a pharmacy’s bottom line and improving patients’ health.

This month, Drug Store News is highlighting the latest from some of the leading automation and technology providers in the industry.

**Amplicare**

New York-based Amplicare is all about improving the patient experience by making pharmacists’ lives easier behind the counter.

“Technology can help to streamline the entire pharmacy workflow, which gives pharmacists more time to act on patient opportunities or to offer consultations. Simplifying the pharmacy workflow is one of the main benefits the Amplicare platform offers as a whole,” Amplicare CEO Matt Johnson said.

To help pharmacists improve the patient experience in the area of Medicare plan comparisons, Amplicare recently released two new features on its platform. One of these features is dubbed Doctor Lookup.

“We make it seamless and automatic to identify whether a patient’s physicians are in network with their Medicare Advantage plan options,” Johnson said.

Medicare Advantage plans are becoming more popular. In fact, Johnson said that one-third (34%) of all Medicare beneficiaries are enrolled in Medicare Advantage plans this year, and the Congressional Budget Office expects that number to rise to 47% by 2029.

“Given that doctor networks for Medicare Advantage plans are more limited than original Medicare, Doctor Lookup will be particularly useful for pharmacists as they help patients navigate the plan selection process,” he said, noting that the company also added a tool for Medigap plan comparison.

Both of these new features also will be available in the Amplicare Patient Engagement Portal, which allows patients to compare and choose Medicare plans that are in network with their current pharmacy.

Johnson said the portal enables pharmacies to help a larger number of patients. Patients get access to the portal through their pharmacies with their maintenance medications automatically prepopulated, which he said can save time, reduce frustration and prevent errors from manual entry of drugs and dosages.

“It creates a seamless experience for patients because it provides all the information — medications, available plans, estimated co-pays — online, so they can take time to consider their options at their own pace. Patients can consult with loved ones and be confident they are making the right choice when they select a Medicare or Medigap plan,” Johnson said.

Also in the works is a means for grocery stores to have their dietitians suggest meal regimens tailored to a patient’s chronic disease states or drug-induced nutrient depletion. “Our aim is to help the pharmacy and grocery divisions within supermarket chains...
work collaboratively on the shared goals of increasing revenue and improving the well-being of their customers,” Johnson said.

**Bavis Drive-Thru**
Maineville, Ohio-based Bavis Drive-Thru offers technology engineered specifically for pharmacy drive-through. Unlike pneumatic tube systems, the company’s Captive Carrier TransTrax is a positive-drive remote delivery system that offers audio and video solutions. The idea is to bring the pharmacist and patient closer together via clear communication, while enabling the delivery of large prescriptions and payment processing.

“Pharmacists understand patients’ medical conditions and ailments. With our reliable technology, the drive-through offers pharmacies an easy and convenient way for both patients and pharmacists to interact, communicate and solve problems,” president William Sieber said. “With the wrong technology, the opportunity to provide care can become an aggravating story that patients will be quick to share. It is vitally important that pharmacists embrace and incorporate new technology that is specifically designed for the pharmacy drive-thru industry.”

Sieber also said, “We know that capability and reliability at the drive-through directly translate to time and cost — and, vitally, patient satisfaction. These concerns were the impetus for the creation of the Captive Carrier TransTrax. Pharmacies that are looking to prosper should incorporate new technology that will make drive-through service smooth and reliable.”

**En-Vision America**
Patient safety and accessibility are the focuses that Jenna Reed, marketing coordinator at Palmetto, Fla.-based En-Vision, said are at the center of the company’s technology and product offerings.

“Medication adherence is such a hot topic right now, but imagine if patients cannot read their medication bottles because they are visually impaired or print impaired. Visually impaired customers have told me that they have placed their medications in a tool box and memorized which pills are in which drawers in an effort to take the correct medications at the correct time,” she said. “Pharmacists can help ensure patients’ safety by providing accessible labels, including ScripTalk talking labels, ScriptView large print labels and braille labels.”

Reed also said the company is partnering with pharmacists to provide dual-language labels, crucial for the safety of patients who aren’t fluent in English, in up to 25 languages.

“Take two capsules...”

En-Vision America’s Controlled Substance Safety Labels help to combat the risks involved with taking such controlled medications as opioids. “Pharmacists are going the extra mile to drive home the risks involved with Schedule II medications. This label highlights warnings and even includes a QR code to a safety video, which outlines many key things patients should keep in mind when taking these medications. A simple scan with their phone, and it’s like the pharmacist or doctor is right there with
Shift your central fill into high gear

Intelligence-based technologies are changing the way we work.

Our PharmASSIST® High Volume Solutions deploy next-generation industrial intelligence that powers your central fill/mail order pharmacy’s performance.

They continually learn and adapt based on ever-changing demand, while concurrently delivering the highest levels of process efficiency, patient safety, and prescription throughput.

Centralize your fulfillment and unleash your pharmacy staffs to deliver impactful patient services and transform your patients’ experience.

For more information,

call 607.798.9376
email sales@innovat.com
or visit www.innovat.com

INNOVATION
Optimizing outcomes through Pharmacy Intelligence™
them going over the risks,” she said.

With ScripTalk, pharmacists place an RFID tag on the bottom of the bottle. “We send the patient a ScripTalk Station, which they can place the bottles on and it will pick up all the information, such as dosage, warnings, prescribing doctor, etc.,” Reed said, also noting that the company loans the station to the patient until they no longer need it.

The company’s ScriptView offering enables pharmacists to print labels in a booklet-style format. It includes all pertinent prescription data in large print. “The booklet is attached to the bottle, so that it will not get lost or misplaced,” Reed said.

**FlavoRx and Fillmaster Systems**

About a decade ago, custom medication flavoring with FlavoRx just was making its way into retail pharmacies. Pharmacists had to follow recipes from a 3 inch thick printed book and count drops from a dropper, sometimes 100 or more at a time.

Fillmaster Auto, a product of Columbia, Md.-based sister companies FlavoRx and Fillmaster Systems, seamlessly has integrated the practice of custom-flavoring medications into pharmacy workflow so it is not a burden on the pharmacy team.

The Fillmaster Auto is a purified water dispenser that allows the user to reconstitute in seconds and flavor medications at the same time.

When the pharmacist or technician scans the medication’s bar code, the Fillmaster Auto displays the recommended flavors. With the press of a button, the machine then dispenses the amount of water needed for reconstitution and the patient’s desired flavor simultaneously. There is no need to look up recipes or count drops.

“The Fillmaster Auto takes the best of FlavoRx and Fillmaster and combines them into one powerful machine. You get the benefits of improved compliance and smiles of delight from FlavoRx with the speed and accuracy of Fillmaster,” Chad Baker, the company’s senior vice president of marketing, said. “Together, this helps pharmacies provide a great pharmacy experience for kids and parents.”

FlavoRx was founded in 1985 to make administering medicine easier for children and parents. Currently, it is used in more than 1,000 pharmacies nationwide. Fillmaster Systems, founded in 1992, offers water purification systems and digital water dispensers for pharmacies. Fillmaster recently introduced its FillPure Water Purification System that helps pharmacies meet water purification standards for compound nonsterile preparations as outlined in the recently updated USP GC <795>.

**Innovation**

Johnson City, N.Y.-based Innovation’s PharmASSIST Dispenser Model 4 has been raising industry standards since its introduction to the market in 2013.

“While the Model 4’s accuracy and counting speed were highly touted by Innovation customers, the need for a high volume version of the dispenser for central-fill/mail-order sites was evident from discussions with many of our customers,” Doyle Jensen, executive vice president of global business development, said.

The new PharmASSIST M4XL was developed using a combination of existing salient features of the Model 4 dispenser and proven concepts that include a vibratory plate, making the automation a true extension of the Model 4 line.

Jensen said that the M4XL dispenser offers an increased capacity hopper designed with the intent of reducing the number of dispenser replenishments and handling drugs that are responsible for a significant portion of a high volume pharmacy’s formulary. As with the Model 4 dispensers, the M4XL dispenser supports the use of canisters for automated replenishment. The canisters come in 4- and 8-liter variants—a fourfold increase on the capacity of the Model 4 dispenser canisters.

“With our line of PharmASSIST high volume solutions, we’ve introduced customers to systems that do not require the use of pucks to fill and transport prescription vials. The design of the M4XL dispenser enables our customers to continue enjoying the benefits of puck-free system design by eliminating...
cross-contamination — increasing patient safety and lowering costs in the long-term,” Jensen said. “Other key M4XL components were designed to optimize the separation of pills as they are readied for counting by the detection system. The presence of precision control mechanisms allows for the pills to be transported at an average rate of six pills per second across drug shapes and sizes.”

The main focus of the M4XL dispenser is its improved pill detection system. “Innovation decided to improve upon the already stellar detection system of the Model 4 dispenser by augmenting it with another set of sensors, thus providing double detection and unparalleled accuracy,” Jensen said, adding that the machine also can autocalibrate, adapting to new medications presented without high pharmacist involvement.

Alecia Lashier, vice president of solutions engineering, said the company also is continually working to expand its PharmASSIST Symphony for High Volume platform. Among the new functionalities are cloud-based reporting and dashboarding; enhanced inventory tracking; expanded packaging integration; and such warehouse management features as inventory routing, maintenance task management and embedded training modules.

**NimbleRx**

Redwood City, Calif.-based NimbleRx is a prescription delivery service founded by CEO Talha Sattar in 2015 to empower local and national chain pharmacies and to improve patients’ access to medications.

Sattar said the company’s software allows pharmacies to interact and communicate with their customer base more efficiently and effectively. It also enables customers to check out, reorder prescriptions and track deliveries through its mobile app.

“This allows the customer the ease of going about their daily tasks and not feeling the stress of rushing to their pharmacy to wait in line,” Sattar said. “Our app provides updates on when their delivery/pickup will be ready, and immediate customer support service.”

Sattar said NimbleRx is designed to benefit both pharmacies and patients.

“We work with pharmacies to make customers’ prescription experiences convenient, efficient and effective,” he said. “Our mission is to help independent pharmacies expand their service offerings to patients with faster delivery, pickup options and our easy-to-use mobile application.”

**Omnicell**

Mountain View, Calif.-based Omnicell has a vision for autonomous pharmacy. Kenneth Osborn, senior director of product marketing, said that today’s pharmacy care delivery system is driven by outdated workflows and manual processes.

“With $450 billion spent on medication management annually, maximizing technology investments and real-time, cloud-based reporting, analytics and benchmarking can help drive more strategic decision-making for improved business and clinical outcomes,” he said.

Omnicell’s vision for autonomous pharmacy integrates a set of solutions powered by the Omnicell cloud data platform across
three key areas — automation solutions designed to digitize and streamline workflows; intelligence that provides actionable insights about medication usage and pharmacy supply chain management; and automation of medication dispensing workflows to support improved efficiency, regulatory compliance and patient outcomes.

“The vision is founded on the premise that every medication is a unique node on the network. Tracking each dose through every stage of the care continuum across Omnicell’s complete medication management portfolio provides actionable intelligence that supports higher availability, improved security, increased adherence and a better experience overall for both patients and clinicians,” Osborn said.

Omnicell’s offerings include such solutions as Omnicell Patient Engagement, which supports improving patient adherence goals through a single, web-based platform that can guide and track patient notes, interventions and appointments.

Synergy Medical
Synergy Medical, which manufacturers automation for retail pharmacies, installed its first SynMed robot in 2008. Currently, more than 425 have been installed across Canada, the United State and Europe.

The company’s technology helps pharmacies improve adherence, fill more prescriptions, generate more traffic and revenue, and serve as a valuable community health resource.

At a certain volume, producing blister packs by hand becomes onerous and prone to error. “SynMed allows pharmacists peace of mind with respect to dispensing accuracy, better planning and workflow, and scalability,” president and founder Jean Boutin said.

SynMed’s pick-and-place technology minimizes cross-contamination and ensures minimal maintenance required, Boutin said. Using vacuum technology with a HEPA filter allows SynMed to be the only blister pack automation that addresses Section 12 of the USP800 regulation, according to the company. Additionally, the technology is able to adapt and interchange between both single-dose and multidose blister packs, and is compatible with 40-plus blister packs, offering pharmacies flexibility in automating the blister cars patients prefer.

SynMed also integrates with existing pharmacy management software and interfaces with electronic medical records systems. The company also touts that its system’s accuracy is 99.98%, compared with manual production, where one can expect an error rate of 5% to 10%.

Using SynMed Ultra with two operators, Synergy Medical said pharmacies could produce as many as 100 multidose cards per hour or as many as 200 single-dose cards per hour.

QS/1
Spartanburg, S.C.-based QS/1, a leader in solutions for community pharmacy, now offers what company officials said are state-of-the-art business intelligence tools to increase revenue and improve patient outcomes with Mevesi Business Intelligence.

“Mevesi provides pharmacy owners with insight into various aspects of their business and an easy way to make informed, data-driven decisions,” QS/1 senior product manager Randy Burnett said. “It allows them to easily access pharmacy data quickly and provides a high level of service with tools and resources that create a competitive advantage.”

With Mevesi, business data is collected from the QS/1 server every 15 minutes and placed in a cloud-based data center to be accessed from anywhere. Mevesi can help your business
maximize profits using a retailer’s prescription, drug and pricing data; decrease costs by viewing negative and positive margins and tracking high/low volume drug usage; and monitor performance with a dashboard, scorecards, analysis reports and on-demand customized reports.

Company officials said that QS/1 and Mevesi can provide the knowledge pharmacy owners need to optimize business health and increase adherence. These intuitive analyses and reporting capabilities allow pharmacists to focus on what matters most — patient care.

The pharmacy software solutions company also is launching a new version of its mobileRx refill app and an updated interface of its turnkey website design service, CornerDrugstore.com. The latest versions, set to be released later this summer, introduce the ability for community pharmacies to customize graphics and add their logos and colors, company officials said. Other enhancements include enhanced search feature for patients looking for a pharmacy, a map feature to help navigate to the pharmacy and a new process for setting up a patient profile, as well as the ability to designate prescription requests for deliver, mail or pickup.

“We are always listening to what our customers want and need, and they wanted a simplified process for creating and verifying a new patient account,” said Justin Buckland, QS/1 product manager. “We are happy to be able to introduce a simpler process,” he said.

Patients also will be able to set reminders to take medications, including OTC drugs and prescriptions filled outside the QS/1 system. A new feature also will alert patients when prescriptions are ready for pickup.

**RxSense**

Boston-based RxSense, is a healthcare technology company that provides low prescription drug prices to patients, as well as enterprise technology solutions to businesses for pharmacy benefits management.

RxSense provides consumer pharmacy savings programs under its SingleCare and FamilyWize brands and through directly contracted partnerships with pharmacies.

SingleCare’s business model includes its own proprietary adjudication and claims management technology and direct contracts with the nation’s largest pharmacies including CVS Pharmacy, Walmart and Walgreens. The company said this allows SingleCare to deliver consistently low prices on prescription drugs. Consumers can leverage savings through SingleCare’s discount cards, website or app.

By partnering with local and national charitable organizations, the FamilyWize pharmacy savings service seeks to bring the lowest prices possible on prescription medications to patients, with United Way as its largest partner in helping delivery savings. “With about a third of Americans saying they’ve delayed care because of cost, rising prescription drug prices are increasingly an impediment to care,” RxSense CEO Rick Bates said. “RxSense continues to seek ways to improve access and affordability for people in need of care through our pharmacy savings services including SingleCare and FamilyWize.”

**Surescripts**

Arlington, Va.-based Surescripts offers patient-specific benefit information with its Real-Time Prescription Benefit offering.

Pharmacists gain access to cost, coverage and drug alternative insights in the pharmacy workflow, including the prescribed drug, up to five viable alternatives and alternate days’ supply options. Pharmacists see alerts for age and quantity limits, step therapy and prior authorization. They can connect with prescribers to initiate prior authorization or request a lower cost clinically relevant alternative using RxChange. Company officials said the tool offers pharmacists improved operational efficiency by eliminating the need for faxes, callbacks and restocking expenses.

“Real-Time Prescription Benefit empowers pharmacists and improves patient medication adherence by getting patients the medication they need, quickly and at an affordable price,” said Surescripts chief product officer Mike Pritts. “It’s a win-win for pharmacists looking to boost patient and staff satisfaction.”