

# COMMITTED TO SERVICE: How a technologically advanced delivery solutions makes LTC delivery easy

## THE CHALLENGE

One of the first pharmacies to implement DeliveryTrack when it was released to the market in 2008, Pharmacy Partners of GA recently upgraded to the Android platform. When they originally installed DeliveryTrack, they were in the process of moving their pharmacy to a paperless environment. However, given their delivery routes often take drivers through rural areas, they experienced significant connectivity and cell service issues, which led to worry over if they were actually receiving all the information they needed. “The devices just couldn’t keep up with the poor connectivity in the rural areas,” said Artie Bridges, IT Specialist at Pharmacy Partners of GA.

## RESULTS

As soon as it was available, Bridges migrated his drivers over to DeliveryTrack’s Android platform. “The connectivity with Android is ten times better than the handheld devices,” he said. “And you don’t have to carry additional tracking information. I love the system. It has done everything that I’ve wanted it to do so far.

“I currently have DeliveryTrack Android out in the field with about four users, and I’m going to have about ten users total. The drivers are saying that on a regular route, it saves about 20 minutes because it’s that much faster.

“When you can cut an hour off of driver time, you’ve made a huge, very significant help, simply because the driver doesn’t have to wait 15 minutes, because he or she has horrible connectivity in the middle of the sticks of South Georgia. DeliveryTrack works so much better being on the Android phones. You can see a huge difference in driver return times.”

### Facilities

DeliveryTrack for Android also helps facilitate the process for customers. “With the Android system, the nurses are more apt to sign because they don’t have to wait,” said Bridges. “Before, it seemed like it took about three to five minutes and the nurses just didn’t have the time. With Android, the process is almost immediate. Now the nurses have no problem just standing there for two seconds. They are just as excited to see new, faster technology as the drivers.”



### About Pharmacy Partners

Since 2006, Pharmacy Partners of GA has served the LTC market of Georgia and the surrounding areas. They currently serve 2,500 beds.

Interfaces:

- FrameworkLTC
- DocuTrack

### About DeliveryTrack

**DeliveryTrack** is a professional-grade delivery management solution designed specifically for the pharmacy market. With cutting-edge Android technology, DeliveryTrack can meet the end-to-end needs of your delivery process. DeliveryTrack integrates seamlessly with DocuTrack and over 20 pharmacy systems.

### About Integra

Integra is a pharmacy software company whose suite of products – DocuTrack, DeliveryTrack, Logix, and Integra Cloud Fax – reduce pharmacy costs, increase productivity and profits, and enable the highest levels of customer service. Talk to Integra today to see how our products can help your pharmacy: (866) 257-4279 or [sales@integragroup.com](mailto:sales@integragroup.com), or visit [www.integragroup.com](http://www.integragroup.com)

## Driver Tracking

Bridges favorite part of the high accuracy and technology of DeliveryTrack for Android is the ability to see exactly where drivers are at any given moment. "You can track the devices in real-time," he said. "The drivers know that when they turn the device on that I can look and see where they are."

"I'm able to track them in real-time, and am thinking, 'He's sitting right there.' I can hop into the admin space of DeliveryTrack in the pharmacy and can just look at it and go, 'That driver's sitting at Big Boy's again; he's supposed to be on the road.' So if they've got a problem or if we haven't heard from them, I don't have to worry about it as much."

## Cost Savings

DeliveryTrack for Android helps support Pharmacy Partner's bottom line as well. "Well think about the handhelds," said Bridges. "It was a great system, but you were paying a separate phone bill for each device. Turning off three or four of the old devices for those people who have eight and ten routes, all of a sudden, that's saving \$300 to \$500 a month. That's an automatic savings."

"And when it all comes down to nuts and bolts, that's what you got to do. You've got to figure a way to cut a dime here and a dime there to make it work out. And I think those savings right there are worth it."

### **BENEFITS OF DELIVERYTRACK:**

- Electronic signature capture
- Real-time tracking and proof of delivery
- Improved customer service
- Peace of mind

Contact Integra today to see how DeliveryTrack can improve your pharmacy's workflow operations.

**(866) 257-4279 | [sales@integragroup.com](mailto:sales@integragroup.com)  
[www.integragroup.com](http://www.integragroup.com)**

***"This has got to be one of the best tools out there. Integra should call UPS and teach them how to track their packages as good as what DeliveryTrack is doing right now. If UPS calls, tell them Integra has delivery figured out."***

## Driver Adaptation

While implementing a new technology can be challenging for many people, drivers adapted quickly to DeliveryTrack for Android.

"A lot of drivers are electronically challenged," said Bridges. "But DeliveryTrack Android is really a very simple system. We have a test facility on the devices and we'll walk through the process and what they've got to do on every screen."

"Also, I put DeliveryTrack on the devices of the people who own the company that we use for our delivery services. They came in and they said it took about 40 minutes at the first facility, just figuring out exactly what to do with a new process, and after they learned what screens were going to come up it was easy. We're talking one hour of training and that was all that was needed. It's real self-explanatory."

"I've even got drivers coming in asking for it. We're rolling DeliveryTrack out slowly, but now that the drivers have seen it, everybody's got to have it. They're just like, 'Yeah. Put that on my phone.' Android is fast. It scans the manifest, it logs it in, checks it off, and the driver is out the door. It's very good for the drivers."

## Final Thoughts

In his final comment, Bridges left no doubt about DeliveryTrack's vital role in Pharmacy Partners of GA's delivery processes. "This has got to be one of the best tools out there," said Bridges. "Integra should call UPS and teach them how they can track their packages as good as what DeliveryTrack is doing right now. If UPS calls, tell them Integra has delivery figured out."