BEST IN THE INDUSTRY: Using DeliveryTrack as a stand-alone product to improve proof of delivery

THE CHALLENGE

As their business grew and their staff got busier, Vitacare Pharmacy knew they needed a better way to manage and search for proof of delivery.

"We want to eventually get rid of the paper," said Juan Alpano, a Pharmacist at Vitacare. "And have everything accessible online or on a computer. Just to basically keep track of deliveries and be able to provide accurate proof of delivery to customers. That was our goal."

THE SOLUTION

After interviewing several companies in the LTC industry, they settled on Integra's DeliveryTrack solution. "It seemed like the best in the industry," said Boris Natenzon, Owner of Vitacare Pharmacy. "And the interface with QS/1 was important. Very important."

With hopes that DeliveryTrack would bring the security and accountability of an electronic system to their processes, Vitacare installed DeliveryTrack as a stand-alone product within their pharmacy.

RESULTS

Since implementation, DeliveryTrack has met Vitacare's goals. "DeliveryTrack is doing what it's supposed to do," said Alpano, "it's helping us out. A couple of times a patient or a facility would call and say they didn't get a delivery when it actually was delivered. They just didn't see it. We were able to look up the delivery confirmation in DeliveryTrack, print it out, fax it to them, and they find they actually do have their medication.

"It used to take us 30 minutes to look through all the delivery sheets or have to wait for the driver to come back with that signed delivery sheet for us to prove anything to customers. This way, we're able to print it as soon as they deliver and get a signature. It's just so much easier for us to find proof of delivery through DeliveryTrack instead of sifting through paperwork."

About Vitacare Pharmacy

Bates Pharmacy uses DeliveryTrack and QS/1 PrimeCare® to process 400 scripts per day for the LTC market of New York.

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Driver Adaptation

"For the most part, besides one or two drivers, it was easy for them to adopt," said Alpano. "A lot of our drivers are a little bit older and not as tech savvy. There is also a language barrier, so they had a rough time in the beginning. Some are still having issues picking it up. But for the most part, they're doing good. When our DeliveryTrack account manager set us up, he was very helpful, and a lot of the drivers are scanning nicely at this point."

Favorite Features

For Natenzon, "The electronic signature and the tracking of the drivers" are his favorite features of DeliveryTrack.

"The proof of delivery is the best part for me," said Alpano. "That's what we use most because a lot of the issues that come when the patient says they didn't receive it and it actually was delivered. There's different people at the facilities that sign for it and sometimes they miscommunicate. The proof of delivery in itself saves us a lot of time and aggravation in terms of looking for these signed delivery sheets."

Learn how DeliveryTrack can help your pharmacy.

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