

Revamping Pharmacy Customer Experience While Keeping Compliant

Amid a growing industry push for digitalization and privacy protection, we helped a major grocery chain rethink and modernize its pharmacy workflow in every location.



XEROX® DOCUMATE® DEPARTMENTAL SCANNERS

We offer award-winning document capture solutions for personal, departmental and production applications. Xerox® scanners unlock the data in routine, daily paper documents to enable today's connected, digital workplace. Our software-driven hardware solutions provide the onramp to digital transformation.

Xerox® DocuMate® personal scanners deliver simple, intelligent capture for small spaces or mobile settings. Visioneer's groundbreaking OneTouch software, Acuity image enhancement, and DriverPLUS technology provide unparalleled simplicity, performance and integration.

Visit www.xeroxscanners.com to learn more.

THE CHALLENGE

Our client is one of the largest and fastest-growing supermarket chains in the United States. The employee-owned company has over 1,100 store locations in five states, with pharmacies in 90 percent of its stores. Despite growing regulatory and privacy pressures, customers and pharmacists were still handling too much paper. A new approach was needed.

To help pharmacists get a handle on the daily influx of paper documents, the company selected McKesson EnterpriseRx hosted pharmacy management software. Our client sought a scanner vendor who could handle incoming paper and ID cards seamlessly, and continually integrate with software updates, desktop environments and service support needs.

THE SOLUTION

With its high duty cycle and low price point, a Xerox® DocuMate® personal scanner was the ideal solution. The scanner's advanced Visioneer TWAIN™ DriverPLUS software creates clean-crisp images and enables the devices to deliver information directly into McKessonRX.

After our client selected Xerox Scanners, we worked hand-in-hand with McKesson to create software-driven scanning functionality, customized and personalized to meet industry regulations and pharmacy-specific workflows. Throughout the process, the user experience was tested by client pharmacists alongside our engineers. Using the testing feedback, we fine-tuned the scanner and software integration to ensure it met our client's – and their customers' - needs.

THE RESULTS

Our client's own helpdesk was trained and certified to make quick decisions about how to maintain, service and swap out scanners. The end result is a solution that easily plugs into each pharmacy's system. It seamlessly updates and configures as new technology packages become available and industry compliance regulations evolve.

By deploying McKesson EnterpriseRx software and Xerox® DocuMate® personal scanners, the supermarket chain's pharmacists now can keep patient records and the pharmacy management system up-to-date. They have significantly improved pharmacy customer service and wait times while meeting increasingly strict industry regulations. And that still-pervasive paper is no longer a bottleneck.