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ScriptPro's End-to-End Pharmacy Solutions Drive Health System Success

ScriptPro's game-changing pharmacy solutions enable health systems to create an optimum retail pharmacy business model to deliver outstanding patient care while raising operational performance and profits.

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Founded: 1994

Stock Symbol: Privately Held

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Company Background

ScriptPro pioneered the use of robotics in community pharmacies with the launch of its SP 200 Robotic Prescription Dispensing System in 1997.

Today, ScriptPro's innovative pharmacy automation and management solutions drive the success of thousands of ambulatory and community pharmacies around the world.

ScriptPro Powers the Business of Pharmacy

Health systems are beginning to recognize that empowering their retail pharmacies can reduce readmissions, increase medication adherence, improve patient satisfaction measures, and generate substantial revenues. To compete in this market, a highly functioning, retail-oriented pharmacy business model is required.

In searching for the correct model, IT leadership may be inclined to set up the retail pharmacy core as an outgrowth of their hospital's EHR system. This desire to have a single, unified platform ultimately leads down a path that requires interfacing the core with many downstream systems to obtain functionality that is essential for a retail operation. These include POS, charge accounts, mobile apps for staff and patients, IVR, inventory management, class-of-trade pricing management, etc. So instead of avoiding headaches by having a unified platform, they end up with exactly what they were trying to avoid: a collection of vendors and interfaces to manage.

ScriptPro's comprehensive ambulatory pharmacy platform incorporates all the functionality needed with just a short list of interfaces to synchronize retail operations with the EHR. The financial success of this strategy can be seen at UK HealthCare — its ambulatory pharmacy program has grown to become a huge advantage in patient care and a major underpinning of UK's powerful growth.

Just as importantly, retail pharmacy should be treated as a separate, entrepreneurial business instead of another hospital cost center such as lab, radiology, and inpatient pharmacy.

Health systems with the most successful retail pharmacy programs have followed the entrepreneurial model and have shown that retail pharmacy can make substantial contributions to covering health system operating expenses and losses from providing below-cost care to populations in need.

As a retail enterprise, ambulatory pharmacy is very different from all other health system business units. Instead of appointment-based, scheduled operations where customers (patients) are captive, pharmacy customers choose when, and if, to use the health system's retail pharmacy services. Another difference is the complex maze of third party reimbursement sources, which are the lifeblood of retail pharmacies. Retail pharmacy billing challenges are unfamiliar to health system financial staff who work in a world where hospital revenues are reported based on theoretical charges. Hospital finance routinely absorbs contractual allowances (write-offs) equal to 50% or more of charges, and often they lose financial opportunities by outsourcing this business.

Embrace Entrepreneurial Strategies

The most successful health systems have embraced entrepreneurial strategies by utilizing the following guidance from ScriptPro:

- Implement a highly functional, fully integrated ambulatory pharmacy operating platform that supports:
 - Prescription dispensing
 - Point of sale with staff mobile apps
 - Patient charge accounts
 - Class-of-trade (340B) management
 - Pharmacy benefit administrator functionality
 - Inventory management
 - Interactive voice response
 - Integrated clinical patient case management
- Embed IT talent within the pharmacy team to enable deployment of technologies that are beyond the scope and limits of the health system IT organization.
- Secure contracting staff and/or expert third party contracting support to negotiate PBM and direct to manufacturer agreements.
- Leverage retail pharmacy revenue cycle management services.

Today's healthcare leaders rely on ScriptPro and our innovative, industry-leading solutions to build ambulatory pharmacy programs that are competitive in the retail market, deliver outstanding patient care, and play a critical role in the financial well-being of health systems.