

CASE STUDY

Veterans Affairs Domiciliary

Challenge

A Veterans Affairs domiciliary outpatient pharmacy that fills 500 prescriptions per day was having a hard time keeping up with the workload. The pharmacy staff was trying to keep up with the high volume of prescriptions and nursing staff was taking multiple trips to the pharmacy to pick up patient medications.

Once the nurses had the prescriptions, patients were often not coming to get their 7-day medication supply leading to non-compliance and a frustrated staff.

Solution

ScriptCenter® 24/7 prescription pickup was installed in the domiciliary to reduce pharmacy pickup window traffic and improve patient satisfaction by allowing Veterans to pick up their prescriptions and medical supplies without waiting in line (even after pharmacy hours). ScriptCenter reduces trips to the pharmacy for nursing staff by transitioning domiciliary prescriptions to an alternate, convenient pickup location within the domiciliary.

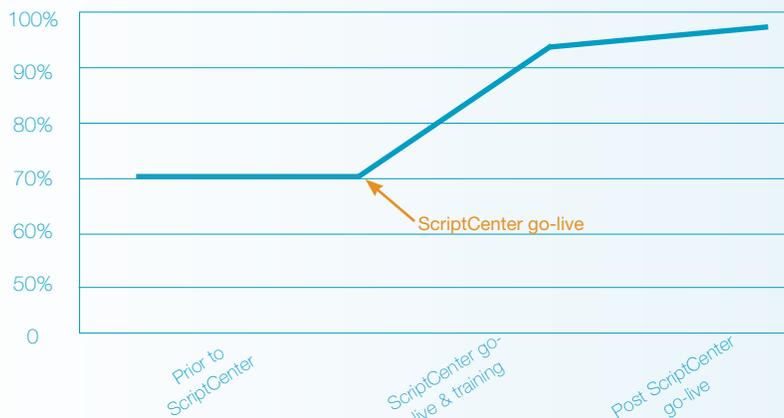
Prescription compliance increased to 96.4%

Prior to the implementation of ScriptCenter, about 25-30% of domiciliary patient prescriptions were consistently not picked up and ended up returned to stock. Since its implementation, the **prescription return rates have dropped to 3.56%** from patient medications not being picked up.

“Pharmacy lines are shorter, patient satisfaction and compliance is improved, and with ScriptCenter we are able to safely and securely transition patients into a lifestyle of self-care and personal responsibility.” - Associate Chief of Pharmacy Operations.



Patient Medication Compliance



Prescription Compliance increased to **96.4%**

— Medication Compliance

CASE STUDY



We remain committed to serving our domiciliary patients through high-quality residential rehabilitation and treatment services. Our patients' health care and access to their medications are areas we strive to enhance and improve. ScriptCenter is another example where we are leading the way to better service and care for our Veterans.



- Head of the Domiciliary

Conclusion

The Veterans Affairs domiciliary has reduced trips by the nursing staff to the pharmacy to pick up patient prescriptions. By placing these prescriptions in ScriptCenter for domiciliary patients to pick up, the domiciliary has **increased patient medication compliance while increasing the satisfaction of patients and nursing staff.**

How it works

1. Pharmacy staff loads prescriptions into ScriptCenter and provides claim checks to nursing staff.
2. Nursing staff provides patients with their unique claim checks.
3. Level 2 patients: Nursing staff picks up prescriptions for patient.
4. Level 3 patients: Patients use their claim check and birth date to pick up prescriptions. The patient then enrolls by creating a User ID and PIN to use for future pickups.



About Asteres

Asteres Inc. develops secure self-service kiosks for delivery of prescriptions and consumer products worldwide. Asteres' premier product is ScriptCenter, the first prescription pickup kiosk for retail, healthcare and military pharmacies that allows patients to pick up and pay for their prescriptions even when the pharmacy is closed.

For more information visit: www.asteres.com