



Press Release

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Medicap Turned to Robot to Ensure Strong Patient Focus

BURLINGTON, N.C. (April 20, 2004) – Two years ago this month Medicap Pharmacy added a new member to its staff able to process more than half of the store’s prescriptions: a robot called the Parata RDS (Robotic Dispensing System). Medicap was the first pharmacy in the country to implement the Parata RDS, beginning with a prototype in 2001, and now operating the latest production model.

“In 2001 we were doing about 325 prescriptions a day. Now with the Parata RDS, we average 425. Last week we did 525 prescriptions in a day, yet I spent my time out front talking to patients; I didn’t fill a single prescription,” David Smith, R.Ph., owner of Medicap, says.

Smith reports that since automating the manually intensive work of prescription processing, his pharmacists spend about 20 percent more time interacting with patients, and have introduced some new service lines since they have the time to provide the necessary patient support. The new offerings include diabetic shoes, compounding and hormone consultation.

“I’m now using my pharmacy technicians to do new tasks that make their jobs more enjoyable, while helping to make Medicap a full-service, value-add pharmacy, with services you can’t get anywhere else,” Smith explains.

Parata RDS fills a prescription in about 20 seconds, including labeling, filling, capping and sorting by patient last name. Its 252 dispensing cells hold a pharmacies’ most frequently dispensed medications. Parata RDS offsets more than half of a pharmacy’s prescription volume.

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For Medicap the compact size of the Parata RDS was a key factor in its decision to automate. "I had looked at other products, and they were just too large. I knew where I wanted to put a machine, and Parata was a perfect fit," he says. Parata RDS rolled right into the store, which has a pharmacy space of just 800 square feet. At just 12-square feet, the Parata occupies the space of a single shelving unit.

Smith also credits Parata RDS with a marked decrease in error rates. "We have not had a single error in at least six months. And I'm sure Parata has contributed to that," he says.

About Parata Systems

Founded in 2001, Durham, N.C.-based Parata Systems LLC delivers breakaway prescription-automation performance, designed to put pharmacists out in front. Its next-generation Parata RDS (robotic dispensing system) is compactly built to retail pharmacy requirements, and processes a prescription in just 20-25 seconds to automate more than half of a pharmacy's prescription volume. For more information call, click or visit Parata Systems (www.paratasystems.com, info@paratasystems.com, 1-877-PARATA1 (727-2821 x 200)).

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