

Monday, November 24, 2008

ScriptCenter at York Hospital exceeds expectations

WellSpan Pharmacy's ScriptCenter, installed at York Hospital two months ago, has exceeded initial expectations.

"It's been a great success," said Missy Mook, director of WellSpan Pharmacy. "ScriptCenter has helped decrease customer wait time and contributed to an overall excellent experience for our customers."

ScriptCenter was installed to decrease wait times and provide additional access for patients, consumers and staff members.

"I like the convenience," said Kathy Schreck, medical technologist. "Sometimes I don't come in to work until 10 p.m. Now I can go right to ScriptCenter and get my prescription and be done."

Schreck also noted that not having to wait in line is a plus. Even though the new pharmacy was designed to handle the volume better than the old location, ScriptCenter provides a convenient alternative.

According to Mook, the increasing use of ScriptCenter benefits the pharmacy staff as well.

"Shorter waits allow the pharmacy staff to devote more time to discharged patients with new prescriptions or those who need additional assistance."

ScriptCenter enrollment is significantly ahead of the projected numbers set by WellSpan Pharmacy and Asteres, the pharmacy's vendor partner.

As of Nov. 14, there are 433 customers enrolled in ScriptCenter. More than 40 customers are enrolling each week. More than 260 prescriptions have been delivered through the system.

Learn more about ScriptCenter

ScriptCenter is a convenient way to pick up your prescription refills 24 hours a day, 7 days a week. More information is available through the ScriptCenter link on the WellSpan Pharmacy page of wellsplan.org. Or you can simply stop by the WellSpan Pharmacy at York Hospital and speak to the staff.

There are a few prescriptions not available for pick up through ScriptCenter, including:

- Oversized prescriptions
- Prescriptions that require refrigeration
- New prescriptions

These medications can be picked up at the pharmacy counter.

