

Monday, August 25, 2008

ScriptCenter offers 24/7 prescription refill pickup

WellSpan Pharmacy at York Hospital features self-checkout kiosk

York Hospital is the first hospital in the country to install ScriptCenter, a self-checkout kiosk, to provide 24/7 prescription refill pick up to staff members and patients.

ScriptCenter will be operational when WellSpan Pharmacy relocates to the terrace level of the patient care tower on Monday, Sept. 8.

Pharmacy staff members will be on hand to help explain ScriptCenter and to answer questions.

"We are constantly seeking ways to provide additional access for patients, consumers and our staff members while decreasing wait times," said Missy Mook, director of WellSpan Pharmacy.

"ScriptCenter allows our staff members, particularly those who work when the pharmacy is closed, to quickly pick up and pay for their routine refill prescriptions," she said.

"It also allows our pharmacy staff to focus on discharged patients with new prescriptions or those who need assistance." Customers enroll for ScriptCenter (the first time only) and order prescriptions as usual. They then log into ScriptCenter via PIN or User ID, using the easy-to-follow prompts on the touch screen.

After reviewing the prescriptions to pick up, the customer signs, acknowledges and pays for prescriptions with a credit card at the ScriptCenter kiosk.

ScriptCenter offers the convenience of picking up and paying for refills, day or night, without waiting in line.

In a recent study by Wilson Health Information, convenience was cited as one of the three drivers of pharmacy customer satisfaction.

The study also revealed that 70 percent of retail pharmacy customers were interested in having a kiosk to pick up and pay for prescriptions, even when the pharmacy is closed.



The ScriptCenter will be open 24 hours a day, seven days a week to give staff members and patients the convenience of picking up and paying for their prescription refills with a credit card any time. ScriptCenter uses easy-to-follow prompts on a touch screen. After enrolling for ScriptCenter, customers order prescriptions as usual.