

## Customer Profile

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*As health care continues to evolve, solutions like ScriptCenter are only going to become more and more necessary as the demand for maintaining cost control without disadvantaging the quality of patient care increases.*

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*Some companies claim they will support you, but Asteres' goes above and beyond. We have received phenomenal support and remarkable follow through. I feel it's a true business partnership that is ongoing and dynamically adjusting and growing together with the trends in health care.*

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Benedict Ho  
Director of WellSpan Pharmacy  
(Outpatient)

### WellSpan Health

WellSpan Health is an integrated health system which serves more than 650,000 people in south central Pennsylvania and northern Maryland. With more than 65 patient care sites, the organization includes two respected hospitals with a total of 614 beds, a more than 300-physician primary and specialty care medical group, a regional home care provider, six retail pharmacy locations which fill more than 400,000 prescriptions each year, and the second most highly utilized outpatient surgery center in Pennsylvania.

WellSpan Health is comprised of more than 8,000 physicians, employees, volunteers, board members and auxiliaries - all committed to providing patients with the very best in health and wellness care.



### Goals

WellSpan Health at York Hospital selected ScriptCenter to:

- Add a prescription convenience service for staff and patients.
- Reduce the wait times that patients were spending in line.
- Enhance marketing opportunities by utilizing the ScriptCenter screen and receipt.

### Solution



WellSpan Health prides itself with adopting new and innovative ways to do business. They knew they needed to cut costs in the pharmacy while still improving their patient care. ScriptCenter was the perfect solution to provide around the clock coverage for delivering refill prescriptions and receiving new written prescription orders from their patients and staff.

Adrienne Rhodes, WellSpan pharmacy technician, describes ScriptCenter as a win-win. Not only does the reduction of the lines at the counter make prescription pickup more convenient for patients and pharmacy staff but it is especially convenient for second and third shift employees who no longer have to worry about whether or not the pharmacy is open.