



Robert J Schenk Jr., RPh, CCP  
Manager, Meridian Ambulatory Pharmacy Services

## Why and when did capturing employee prescriptions at your in-house pharmacy become a priority for Meridian Health?

Meridian Pharmacy made the capture of employee prescriptions a priority since our first employee pharmacy opened in 2003. This is when we recognized that using our own access to acute care drug pricing was a cost effective means of managing prescription benefit costs.

We do this through multiple processes:

- » Our plan benefit design allows for reduced or free co-pays when employees use the in-house pharmacy.
- » We require maintenance medications be filled in-house or through mail order.
- » Prescriptions for employees located at other corporate sites and off campus from the hospital are provided through our Meridian Courier Service.



## Did you find it challenging to capture employees that worked 2nd and 3rd shift to your pharmacy?

We are open 7AM to 5PM Monday through Friday. Our hours of operation have always presented problems for some of our employees to access and utilize our pharmacy services.

## How did you overcome this?

We saw the ScriptCenter prescription pickup kiosk as a cost effective solution to this problem. It is a very expensive proposition to keep the pharmacy open for just one additional hour per day. It is cost prohibitive to even consider keeping the pharmacy open until 11PM, so ScriptCenter offers us the ability to provide an enhanced level of service to all team members, particularly those working the 2nd and 3rd shift and weekends.

## Tell us about your experience with ScriptCenter.

I would say our experience has been great. We are in the process of expanding ScriptCenter to our other locations. All Meridian team members, regardless of shift, working at Jersey Shore University Medical Center have improved access to the ambulatory pharmacy because of ScriptCenter. This means lower plan co-pays and 90 day supplies can be accessed right at their workplace. Previously they had to use a retail pharmacy which meant higher co-pays and a 30 day supply or mail order for a 90 day supply with its inherent problems. Also, for team members with busy daily lives, they can come by on the weekends or after hours to pick up their prescriptions without waiting in line.

*“I have personally spoken to many employees who feel that the installation of ScriptCenter is an indication that the Hospital Administration cares about them and their needs.”*

## What has been the employee response to ScriptCenter?

To date we have over 550 team members that have signed up and are using the service. **The on-screen customer survey reports that over 92% of our team members use the pharmacy specifically because of the availability ScriptCenter provides.** Our reporting shows that over 32% of our ScriptCenter deliveries occur after our normal pharmacy hours. I have personally spoken to many employees who feel that the installation of ScriptCenter is an indication that the Hospital Administration cares about them and their needs.



## How many additional employees did you capture by installing ScriptCenter?

I would say that at least all of the team members who get deliveries via ScriptCenter after-hours probably did not use our pharmacy services prior to installation. That would translate to about 175 new team members that were previously using external, higher cost retail pharmacies. It has also attracted daytime employees who did not use the pharmacy because of long lines at checkout.

ScriptCenter provides a convenient and cost effective 24/7 prescription pick up solution that has resulted in increased employee use of in-house pharmacy and reduced prescription benefit costs.

## About Jersey Shore University Medical Center:

Jersey Shore University Medical Center, a member of the Meridian Health family, is a not-for-profit teaching hospital and home to K. Hovnanian Children’s Hospital – the first children’s hospital in Monmouth and Ocean counties. Jersey Shore is the regional provider of cardiac surgery, a program which has been ranked among the best in the Northeast, and is home to the only trauma center and stroke rescue center in the region. Jersey Shore University Medical Center specializes in cardiovascular care, orthopedics and rehabilitation, cancer care, neuroscience, and women’s specialty services.