

## Summary

Jimmy Yuen, R.Ph. and owner of Advance Medical Pharmacy, runs a thriving retail/compounding business. But compounding is labor-and-time-intensive. With the daily prescription volume growing, the pharmacy clearly needed more help. Automation from Kirby Lester proved to be more cost-effective than adding more staff. Mr. Yuen brought in a Kirby Lester KL60, and he quickly realized the benefits of fully-automated prescription-processing – benefits that **only** the KL60 could deliver in such a small pharmacy.



## Setting

Advance Medical Pharmacy is in the San Francisco Bay area. It opened in 2003 across from John Muir Medical Center, a regional trauma center with over 100 physician offices within walking distance. Along with compounding, Advance Medical Pharmacy also has a DME department, specializing in compression garments. The pharmacy is very space-challenged.

- Average Daily Rx Volume: 150-200
- Staff: 4 total staff members: 2 technicians, one R.Ph., one office manager

## Challenges

Mr. Yuen was challenged on four fronts. First, his daily volume was escalating quickly (15-20% per year). Second, the peak times were stressful on the staff and caused delays for patients. Third, one of his two technicians needed to focus exclusively on compounding medications. To accommodate the growth, Mr. Yuen was at a crossroads in 2009. "The pharmacy needed more help either in the form of additional staff or automation. I opted for automation," he said. Which led to challenge No. 4: the pharmacy is very small, with little space for technology. His wholesaler offered incentives on their large robot. Mr. Yuen declined; the device was too big and too complex for his space and volume.



"After some due diligence, I decided the KL60 offered a better value."

Jimmy Yuen

## Solution

After weighing his options, Mr. Yuen purchased a KL60. At just 9 square feet, it was the only fully automated device that would fit. The KL60 interfaces with his PharmacyRx pharmacy management system. Move-in was simple: a few shelves were removed and a standard electric outlet was installed. The KL60's installation took four hours (unpack, set up, QC). By automating the pharmacy's top 60 medications, the KL60 handles about 30% of daily orders.



## Results

1. **Speed:** On the first Monday of the new year, they processed 270 prescriptions (daily average is 150-200). "All I can say is, thankfully we had the KL60," Mr. Yuen says.
2. **Reduced Stress:** The KL60 has reduced staff workload and stress levels during the rush hours. With the built-in accuracy, it also provides Mr. Yuen with peace of mind when the staff is in a hurry.
3. **Small Size:** At just 29" wide and 46" deep, the KL60 fits where no other device can. "It's the only full automation machine with a small footprint out there right now. It turned out to be a no-brainer," Mr. Yuen says.
4. **Value:** "I am totally convinced that the KL60 is the best value out there," Mr. Yuen said after comparing the KL60 to other pharmacy technology.