

### Summary

Denver Drug is a lean organization. With one pharmacist and one technician per shift, the staff at the central Iowa retail pharmacy can't afford to waste time. The Kirby Lester KL60 compact robotic dispenser lets the staff keep up with the workload without the need for another FTE. "If I hadn't installed the KL60, I would have had to hire at least a half-time to three quarters-time technician," says owner Bob Greenwood, R.Ph. "With the Kirby Lester, we don't get bogged down. We let the technology handle the dispensing while we work with our patients."



### Setting

Mr. Greenwood owns two pharmacies: Greenwood Drug (in Waterloo, IA) and Denver Drug (15 miles north in Denver, IA). Greenwood's operation is larger, but Denver is a model of efficiency. Denver Drug, opened in 1980 and purchased by Mr. Greenwood and wife Cheryl in 2000, serves as a rotation site to train PharmD candidates from the University of Iowa. As the only pharmacy in a town of 1,800 people, Denver Drug keeps its clients coming back by offering close personal attention.

- Average daily Rx volume: 150-200, with 220 on Mondays
- Staff: 1 pharmacist and 1 technician per shift

### Challenges

Periodic spikes in prescription volume are a necessary burden for most retail pharmacies. At Denver Drug, spikes up to 220 Rx on Mondays bog down the small staff. And their antiquated AccuMed dispenser was on its last leg. "It was difficult just to get the work out the door some days, much less do our very best with the patients," says Mr. Greenwood. At his busier store, Greenwood Drug, he had installed a large robotic dispenser many years ago. But that store had a much higher daily volume than Denver Drug. Could Mr. Greenwood justify removing the old AccuMed and investing in a robot in his smaller store?

### Solution

Mr. Greenwood saw a journal advertisement for the KL60; the compact, affordable robot caught his attention. As it was near the end of his tax year, he added up all the numbers and saw that the investment was worthwhile, plus it allowed him to take advantage of Sec. 179 tax deductions. "A \$150,000 robot would not have made sense. But the KL60 was perfect," he says. The KL60 interfaced with the Computer RX system. Installation was simple, as the old AccuMed was rolled out and the KL60 was rolled in (no remodeling was needed).

### Results

- 1. The KL60 Delivers Every Day:** Denver Drug isn't staffed to devote someone to baby-sit the robot, says Mr. Greenwood. "The KL60 doesn't go down, it doesn't miscount, it doesn't give us trouble. Something that's reliable every day is essential."
- 2. Value And Affordability:** Mr. Greenwood didn't need another \$150,000 giant robot for Denver Drug. He needed the KL60, which is 1/2 to 1/3 the cost and size of other robots. "Plus when you get your tax bill, you realize how much of your tax burden is eliminated by the KL60 purchase," he says.
- 3. Professional Support:** From the hassle-free installation and training to the few times Denver Drug has needed technical support, Mr. Greenwood has been impressed by Kirby Lester's strong personal attention and prompt service.
- 4. Accuracy:** While the robot at his second store occasionally miscounts, the KL60 at Denver Drug doesn't miscount or mis-dispense – ever!

A Denver Drug technician replenishes medications on the KL60 (below)



"Close to 40% of our total orders come out of the KL60. It has proven to be the solution we were hoping for."

Bob Greenwood, R.Ph./owner  
Denver Drug