

# CASE STUDY

## IMPROVING PATIENT HEALTH THROUGH ADHERENCE



### OVERVIEW

McBain Family Pharmacy is an independent pharmacy owned by Clayton Gilde, RPh. In business since 2013, the pharmacy has two locations in the rural farming community of McBain, Michigan. Patients must often drive long distances to get to the pharmacy or have their prescriptions delivered to them.

The pharmacy's typical patient is an older adult who might need extra help taking multiple medications. According to Gilde, one of the reasons that patients choose McBain Family Pharmacy is because they can get all their prescriptions filled at one time and packaged in easy to use adherence pouches.

McBain attributes its success to the staff's close community ties as well as their ability to meet patient needs by providing services that competitors don't offer, such as adherence packaging and delivery services.

### CHALLENGE

McBain Family Pharmacy was originally offering patients blister card packaging, but the manual filling and checking process was cumbersome. While filling the cavities one by one, the pills would frequently bounce into the wrong location. In addition, the process required lots of rework, often taking up to one hour of labor to complete a job for just one patient.

Gilde noticed that many patients were starting to ask about compliance packaging and he started researching pharmacy automation systems. Once he found the RapidPakRx™, he knew this was his automation solution.

**50x less**

**PATIENT  
REWORK REQUIRED**



### SOLUTION

Gilde chose the RapidPakRx in part because of the system's speed, accuracy, and efficiency. The pharmacy could process several times more patients per day using automation than they could manually. "The speed and accuracy factors were probably our biggest decision-makers when we chose the RapidPakRx over the competition. With manual blister card packaging, one patient might take an hour. Now with the RapidPakRx, we're able to complete a patient in less than 15 minutes, from start to finish," says Gilde.

Having a system with built-in vision inspection throughout the automated packaging process also streamlined their workflow significantly and enhanced efficiency. Gilde says, "With manual blister card packaging we had to rework about 50 percent of our patients, and it took us about an hour. With the RapidPakRx, we've now been able to cut that to less than 1 percent, and it takes about 10 minutes to rework these new patients."

Key impacts that McBain Family Pharmacy has experienced are improved efficiency and workflow, higher levels of patient satisfaction and increased profitability.

## RESULTS

### SPEED & ACCURACY

- ① "Previously, when we were using a manual blister card packaging process, we had to spend an hour per patient reworking, tearing down, reprinting, and then repackaging the medications for the patient."

### ADHERENCE

- ② "Our Star ratings have benefited from this, because we've been able to get more of our patients who are outliers into adherence using the RapidPak."

### PATIENT CARE

- ③ "Using the RapidPakRx has given us more time to spend with our patients, and we have more meaningful conversations with our patients. This has led to more clinical services, including vaccines for the patients, as well as MTMs and other clinical services."

### PROFIT

- ④ "On average, our adherence packaging patients take about 10 medications. Each medication brings in about \$10 profit to the pharmacy. So per month, we average \$100 profit per patient."

### LABOR SAVINGS

- ⑤ "Our pharmacy has been able to save over a thousand dollars a week in labor, using the RapidPak."

### GEOGRAPHIC EXPANSION

- ⑥ "We have a lot of opportunity for growth right now. We're able to package all of our patients in three days a week now - we still have two days available to package even more patients and take more patients on."

# \$100

AVERAGE MONTHLY  
PROFIT PER ADHERENCE  
PACKAGING PATIENT



### ABOUT MCBAIN FAMILY PHARMACY

McBain Family Pharmacy is located in McBain, Michigan and has been serving local communities since 2013. The friendly pharmacy staff forms strong relationships with their patients and prides themselves on treating patients like family.

McBain believes that when a patient chooses a local pharmacy, their service and experience should be personalized to fit their needs.

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*After we purchased the RapidPakRx, we were able to see the cost savings and pass it on to patients. The cost of the RapidPakRx is quite a bit lower than manual blister card processing, based on labor savings as well as the cost of packaging materials. Using the RapidPakRx is just as cost-effective as putting prescriptions and medications in a vial.*

McBain Family Pharmacy,  
Clayton Gilde, Owner

### VISIT RXSAFE

RxSafe is the leader in robotic automation that improves patient safety and boosts profitability for independent retail and hospital outpatient pharmacies. Our RapidPakRx adherence strip packager produces single or multi-med pouches with unprecedented accuracy and efficiency, enabling pharmacies to custom-package patient medications at the lowest possible cost.