



'Innovative Solutions to Medication Management'™

MARCH 2019

ANOTHER YEAR, ANOTHER BIGGER AND BETTER APP!



APP 2019 WAS A RECORD-BREAKING EVENT. WITH THE LARGEST SPACE OCCUPIED AND THE BIGGEST DISPLAY OF EXHIBITORS, IT ALSO DREW THE HIGHEST VISITOR NUMBERS TO THE GOLD COAST CONVENTION CENTRE – WELL OVER 6,000!

Gerard Stevens, Managing Director and Founder of Webstercare, said: "There were so many elements that went into making this event a success. We had so much interest – from the MedsPro® Robot and the MedsPro system, to the RxMedChart™ system and the variety of options available to suit all pharmacists' needs.

"And let's not forget the giant-size Webster-pak® competition! Every element of the stand created interactive and engaging visitor experiences, which allowed 2019 to be a very memorable show," he said.

Visitors and exhibitors were welcomed by the Federal Minister for Health Greg Hunt and the highly anticipated Pharmacy of the Year awards, which was won by Flannery's Pharmacy, Forbes NSW.

APP is the largest pharmacy conference of the year giving Webstercare staff the opportunity to catch up and engage with current and new customers to discuss their medication management needs.

The highlight of Webstercare's stand was the giant-size Webster-pak which drew crowds from far and wide. Pharmacists visiting the stand all had a bit of fun snapping photos with the giant-size Webster-pak and posting their Webstercare story on social media.



The competition closes Sunday 31st March 11:59pm AEST, so don't forget to submit your entry.

The MedsPro Robot was also a great success. Delegates loved how one machine could provide so many efficiencies, freeing valuable time for pharmacists and staff to be on the floor building relationships with their customers.

For the first time, Webstercare also sponsored the Photobooth which proved to be both a novelty and success!

"APP 2019 always is and was a highlight of the year, so far! The face-to-face discussions we are able to have with current and new customers is invaluable and the feedback we have received from the quality of products, systems and staff on the stand was fantastic. I look forward to next year's event!", said Gerard.

We look forward to seeing you there next year!

GROW YOUR WEBSTER-PAK BUSINESS

Simply tell us how your pharmacy has benefited from a Webster-pak system and you'll go in the draw to WIN a personalised giant-size Webster-pak. (valued at over \$300)

HOW TO ENTER:

1. Like/Follow Webstercare on Instagram and/OR Facebook.
2. Tell us how a Webster-pak system has helped your pharmacy, or one of your customers, in an Instagram OR Facebook post.
3. Tag @webstercare and #webstercare in your post.

Don't have social media? Email your story to online@webstercare.com.au or send via free fax to 1800 626 739

This is a game of skill. The winner will be determined by the most engaging/creative response – so make yours a stand out!

Multiple entries are permitted, so post as much as you can for a better chance of winning.





"We have cut our packing time by almost half. We used to pack five days a week and now only pack three days since implementing the Robot".

Karen Carter Chemist, Gunnedah

Work Less, Sell More!

MedsPro Robot Implementation:

KAREN CARTER CHEMIST, GUNNEDAH

Webstercare's MedsPro Robot was designed to help pharmacy customers take their Webster-pak business model to the next level in both efficiency and safety.

Our robot customers have quickly realised significant gains in business efficiencies from their Webster-pak services.

The MedsPro Robot packs two packs at a time! Thus enabling you to take on more business without additional resources.

By having a MedsPro Robot assist with your dispensing and packing, you will spend less time packing medications and more time on the pharmacy floor to strengthen your relationships with customers.

Here's a story of a recent implementation that was so successful they have named their Robot Rosie!

Meet Rosie the Robot

Karen Carter, owner of Karen Carter Chemist Gunnedah, recently installed the MedsPro Robot and kindly allowed us to share her Robot Success Story.

"After attending Pharmacy Connect and gaining an insight into what pharmacy will

be like in 2025, I wanted to implement a time-saving robot. It needed to be efficient, reduce errors and be user-friendly.

We have two stores and we were also hoping to pack for our other store (Narrabri) to reduce staff packing."

Now that it has been installed, what has been the experience?

"We love our Robot so much, we've called her Rosie! The MedsPro Robot allows us to seek more DAA patients and gives our Webster staff more time – we're no longer being rushed off our feet!

We are able to keep up-to-date with our growing dispensing load and even take on our other store to ease the workload at that site."

And the bottom line?

"We have cut our packing time by almost half. We used to pack five days a week and now only pack three days since implementing the Robot.

The MedsPro Robot is easy for new staff to learn and if there are ever any issues, we are comforted that Webstercare staff are only a phone call away and happy to help!"

For more information about how to revolutionise your packing business, please contact us on 1800 244 358 or email businessdevelopment@webstercare.com.au

Webstercare
MedsProTM
PACKING ROBOT

FAQs

Can a pharmacy group patients together to decrease the amount of canister changes? Yes! This is canister optimisation which is a function in MMS (Medication Management Software).

Can one person pack with the Robot? Yes, one technician can operate the Robot on their own. However, to maximise efficiency it's not unusual for two people to be engaged.

What can the Robot technician do while they are waiting for the Robot to complete the packs? While the Robot is working, the technician can complete packs requiring fractional doses, seal completed packs and prepare the robot for the next round.

How does the pharmacy increase the efficiency of the Robot? This depends on the pharmacy's process. We recommend that all medications are dispensed and shelves/ canisters are stocked prior to packing with the Robot (and regular MedsPro). We also recommend that the medication brands are kept up to date in patient profiles and if a brand is going to be changed long term that a new canister be ordered.

The MedsPro Team are happy to discuss your Pharmacy's current process and how small changes can drastically improve efficiency.

FIVE REASONS why you'll love the MedsPro Robot

1. **EFFICIENT** – Packs two at a time.
2. **TIME-SAVING** – Staff can spend more time developing customer relationships.
3. **SAFE** – Triple-check barcode scan ensures maximum accuracy.
4. **EASE** – Supports all Webstercare systems so upgrading from existing systems is fast and straight forward.
5. **SUPPORT** – Our team offers comprehensive pre- and post-implementation customer support.

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