



'Innovative Solutions to Medication Management'™

MAY 2019



"We looked into MedsPro, and although there was an initial setup cost we have saved far more than it has cost us over the years we've had it."

Curtis Ruhnau, Emerton Pharmacy NSW

Save time, space and money!

EMERTON PHARMACY NSW – CURTIS RUHNAU, PHARMACIST AND PARTNER

Emerton Pharmacy, based in the western suburbs of Sydney, decided they needed a packing solution. The pharmacy manually packed Webster-paks for 70 community-based patients and had previously organised medication into integrity bags and boxes.

However partner Curtis Ruhnau said he had concerns about the sustainability of the service, mainly due to limited space pressures, so he decided to investigate the MedsPro® system.

"We were struggling to fit all of our Webster packing in the area we could allow for it. We looked into MedsPro, and although there was an initial setup cost we have saved far more than it has cost us over the years we've had it," said Mr Ruhnau.

Not only did MedsPro solve Emerton Pharmacy's space problems, it also significantly improved service productivity and increased a sense of service control and flexibility.

"Both space and time productivity has improved since installing MedsPro. We now prepare almost twice as many packs

per week as we used to, in less time and in the same space as we took before we put in MedsPro," said Mr Ruhnau.

"Improving the productivity of the service has allowed us to keep our medication management service in-house, meaning we custom-pack every single pack for every one of our patients here in our pharmacy. That means we retain control and flexibility of the whole process. We want to be – and are – fully in touch with our patients' medication needs from start to finish."

Emerton's new MedsPro packing system also brought them closer to their patients and expanded their horizons for their medication management service.

"MedsPro has allowed us to simplify the routine parts of our medication management service and focus on our patients' needs as individuals. We pack for community-based patients only, but we have managed to expand our service to cover more patients without increasing our footprint or time involved," said Mr Ruhnau.

An important factor in Emerton Pharmacy's

continued over

What our customers say about the MedsPro® system

“ By implementing MedsPro there has been a 70% increase in productivity, 11% decrease in staff overtime per week and an improved working environment for staff. ”

Natalie Eslick, Manager,
Long Jetty Pharmacy

70%
increase



“ Packing is much, much faster and easier. Being organised has made us so much more productive. ”

Lauren Sullivan,
Owner, Capital Chemist Dickson



PACKING TIME CUT IN 1/2

“ Our packing has gone from four full days down to less than two, so it has halved our packing time. ”

Ben Wishaw, Owner, Twin Waters Pharmacy

“ The MedsPro system is up and running and I'm so happy with it. It has halved the packing time and it has definitely increased our efficiencies. The best part is that it has removed the need to have to physically count and write everything down every week. I'm so pleased. ”

Bruno Bragiagla, Owner, Riddells Creek Pharmacy

Giant Webster-pak Competition Entry

Over the course of the competition we received SO many creative and emotive stories. Have a read through this creative entry from **Mersey Advantage Pharmacy!**

Some of our customers have a few ills
They need lots of tablets, capsules and pills
Some get confused, fed up and upset
So a Webster Pack is the answer to help their mind rest

Customers can get sad living alone
Collecting their pack gets them out of the home
A cheery smile and friendly waving
Picking up that pack becomes more than Life-saving

We'll deliver each week
If they can't come to us
Wendy will visit
It's really no fuss

With all the organisation done for them
Our customers can relax
No confusion or missed doses
Thanks to wonderful Webster Packs

Like busy bees in a hive
Webster Packing is Big
Keeping our customer's Alive
Is a full time Gig!

A Giant Webster Pack
To display in our store
Wouldn't be up the back
It's out the front to attract more!



THIS STORY
WAS IN THE
TOP 5
CHOSEN BY
WEBSTERCARE!

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confidence in their MedsPro packing solution is the support service they receive from Webstercare.

"Ongoing support has been prompt and very understanding, even when we've needed to ask the same question twice."

A key test for the value of a new system is how easy it is to train staff.

"Training new staff is always time consuming, but the learning process with MedsPro is quite straightforward. New staff can be reliably packing much faster with MedsPro than with a regular system," Mr Ruhnau said.

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

STAFF SPOTLIGHT



Jessica Lunders

What's your role at Webstercare?
Implementation Consultant

What do you like to be called? Jess

Favourite City: Barcelona

Place last visited: Gold Coast

If you were stuck on a desert island and needed 3 essentials what would you take?

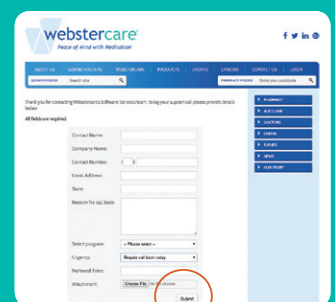
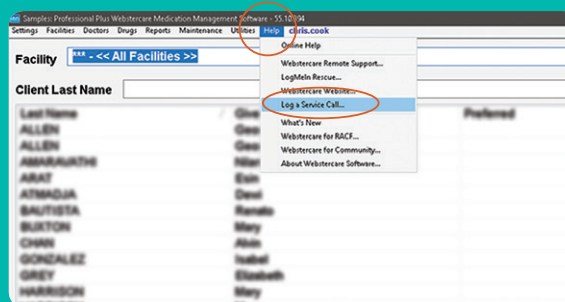
Headphones/music, peanut butter and a pillow

Ice cream or Gelato? Ice Cream

Favourite flavour: Cookies and cream all the way!!

SOFTWARE HANDY HINT: Log a Service Call

- On the front page of the Webstercare MMS software, select 'HELP'.
- Select 'LOG A SERVICE CALL'
- This will open the Webstercare Website. Fill out the details in each field.
- Once you select 'SUBMIT'. This will log your support request with our Support Services team and a technician will call to assist as soon as possible.



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