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 success is the ability to fully manage their patients’ medication needs from start to finish. By implementing MedsPro, they have seen a 70% increase in productivity, an 11% decrease in staff overtime per week and an improved working environment for staff.

"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 Bragaglia, 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!

---

continued from page 1...

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

---

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!!

---

STAFF SPOTLIGHT

Jessica

Lunders

---

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.