

## SCRIPTPRO PSP SALIENT CHARACTERISTICS

- Script-Pro's Pharmacy Services Portal tracks patients from the time they choose to use your pharmacy through the completion of their prescription services. In the pharmacy, the system calls patients to the pickup windows and displays patient service level statistics to pharmacy staff. Script-Pro's SP Kiosk can be located in the pharmacy waiting area, allowing patients to drop off their new prescriptions, enter refill requests, and select the pickup time and location of their choice. PSP is integrated with SP Central Workflow and utilizes notice boards, kiosks, and ticket window displays. A variety of reports provide pharmacies insight into patient wait times, prescription filling, and more.
- When patients arrive at the pharmacy waiting area, Script-Pro's Welcome Notice Board greets them with a pharmacy-configured welcome message, pharmacy video, and/or television program.
- Script-Pro's SP Kiosk, a standalone kiosk located in the pharmacy waiting area, allows the patient:
  - to get a check-in ticket for pharmacy services
  - select a prescription pickup time and pharmacy location
  - request prescriptions for family members

SP Kiosk prints a barcoded ticket, projects the patient wait time, and sends the data to SP Central Workflow System to prioritize and link the ticket with the patient's prescriptions. The SP Kiosk includes a privacy filter on the screen to ensure patient check-in remains private.

- SP Central Workflow prioritizes tickets for processing and collates all prescriptions for the pharmacy staff to fill, verify, and dispense. Prescriptions can be expedited in the pharmacy based on the ticket priority.
- Pharmacy staff uses PSP Dispensing Queues to place automated ticket calls for dispensing. Tickets are queued and called for dispensing based on ticket priority.
- Script-Pro's Now Serving Notice Board brings visible organization to the pharmacy waiting area by displaying which tickets are being processed at each pharmacy pickup window. It also can (option) play pharmacy videos or television programs.
- Script-Pro's Ticket Window Display mounts above each pharmacy pickup window so patients can easily see which ticket number is being processed at that window.