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Improved Prescription Filling Speed and Accuracy at Lakeview Pharmacy

As one of the only privately owned pharmacies in their region, Lakeview Pharmacy in Racine, Wisconsin processes prescriptions for both retail and long-term care customers. Founded in the 1970s, the company has garnered a loyal customer base that contributes to the pharmacy's average of processing 150 to 250 prescriptions per day on the retail end alone, operating six days a week. To ensure Lakeview's pharmacy technicians—five working in retail and four in long-term care—could fill prescriptions at high speed and with high accuracy, the company sought a tabletop automation solution: the Eyecon® system by Avery Weigh-Tronix.

"Prior to Eyecon, we would hand-count all prescriptions, which can be time-consuming for large orders," said Tiffany McWhorter, pharmacy technician at Lakeview. "Eyecon has expedited and improved the accuracy of our fill counts, and it serves as a convenient backup for prescriptions that must be double-counted."

Eyecon is a prescription validation, counting and filling system designed to improve filling accuracy, customer safety and inventory management. Employing a unique Visual Counting System™, Eyecon was designed to keep up with challenging workloads, filling 100% of your prescriptions. Eyecon benefits pharmacy technicians as well—reducing tedium and stress while freeing up technicians to spend more time with customers.

The system consists of a camera mounted above the counting tray that captures photo images of the pills as the user pours them from a stock bottle. With five images captured each second, Eyecon counts poured pills within 200 milliseconds and updates the pill count with each image taken—delivering a



Visual Precision Counting™

field-tested accuracy of nearly 100 percent. The system additionally recognizes and identifies tablet fragments and foreign materials on the platter.

“With some tabletop automation solutions, pills are counted based upon weight alone, which can be influenced by something as minor as a change in atmosphere,” said Bob McFarlane, Eyecon account manager at Avery Weigh-Tronix. “Eyecon takes a visual assessment of the filling process and not only counts pills with higher accuracy, but it also accurately distinguishes among pills that differ in size and shape.”

Lakeview Pharmacy is able to take advantage of a range of different options, including count, validation, inventory and Pharmacy Management Software systems.

“Because we currently have a quality assurance solution in place, we primarily use the count mode— which scans the barcode on the stock medication bottle, then displays the product name and image so that we can visually double-check prescriptions during filling,” McWhorter said. “I use Eyecon daily, and its high accuracy has proven very beneficial.”

The system’s validation mode offers more sophisticated quality assurance: the pharmacy technician can use the Eyecon’s barcode scanner to scan both the prescription label and the stock bottle. If the two do not match, the system does not allow the user to move forward with filling the prescription.

To keep track of inventory, the Eyecon utilizes an accumulation function that allows users to scan and count all pills within a stock bottle. If the counting tray reaches capacity during this process, it can be emptied so that counting may be resumed.

The records of each transaction performed can be exported to a USB jump drive and imported into a spreadsheet for simple inventory management and reporting. This, along with the additional option of a Pharmacy Management Software System - which allows users’ computers to interface directly with Eyecon and share patient data—makes Eyecon a comprehensive tool for pharmacies of all sizes.

“By using Eyecon for inventory as well as filling prescriptions,” McWhorter added, “we’ve been able to verify our stock more efficiently and increase our ordering accuracy.”



For more information on the Eyecon system, visit www.eyeconvpc.com. Learn more about Lakeview Pharmacy at www.lakeviewpharmacy.com.



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