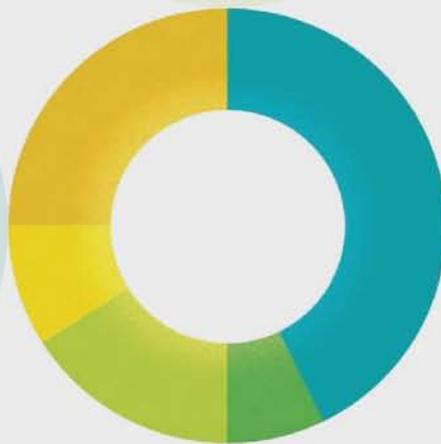


2019 Chain Market Report Infographics



Chains, both national and regional, are aggressive users of technology in order to improve workflow and help the bottom line. In this year's survey you will see where technology is being put to use to this end, and what the wish list is moving forward.

We found that chains continue to install new technology. The range of what was added included compliance-packaging technology, enhancing central-fill automation, new or upgraded IVR systems, and adding perpetual inventory control systems.

This dovetails nicely with our finding about chains planning to upgrade existing systems or to change vendors. Pharmacy systems need to be fast and user-friendly to make the cut in today's chain pharmacies.

Adding New Technology...



What's On The List?

- Compliance-packaging
- Enhancing central-fill automation
- Upgrading to cloud-based IVR

Upgrading Pharmacy System...



Why?

- Speed in processing prescriptions is to this day still a top-of-the-list priority.



If You Could Add PMS Feature

- Biometric patient recognition
- Tracking controlled substances purchased vs. dispensed
- Quicker diversion detection
- Seamless e-Prescription processing
- AI to assist with e-Prescriptions enhancements
- eCare plans
- Better medical billing tools

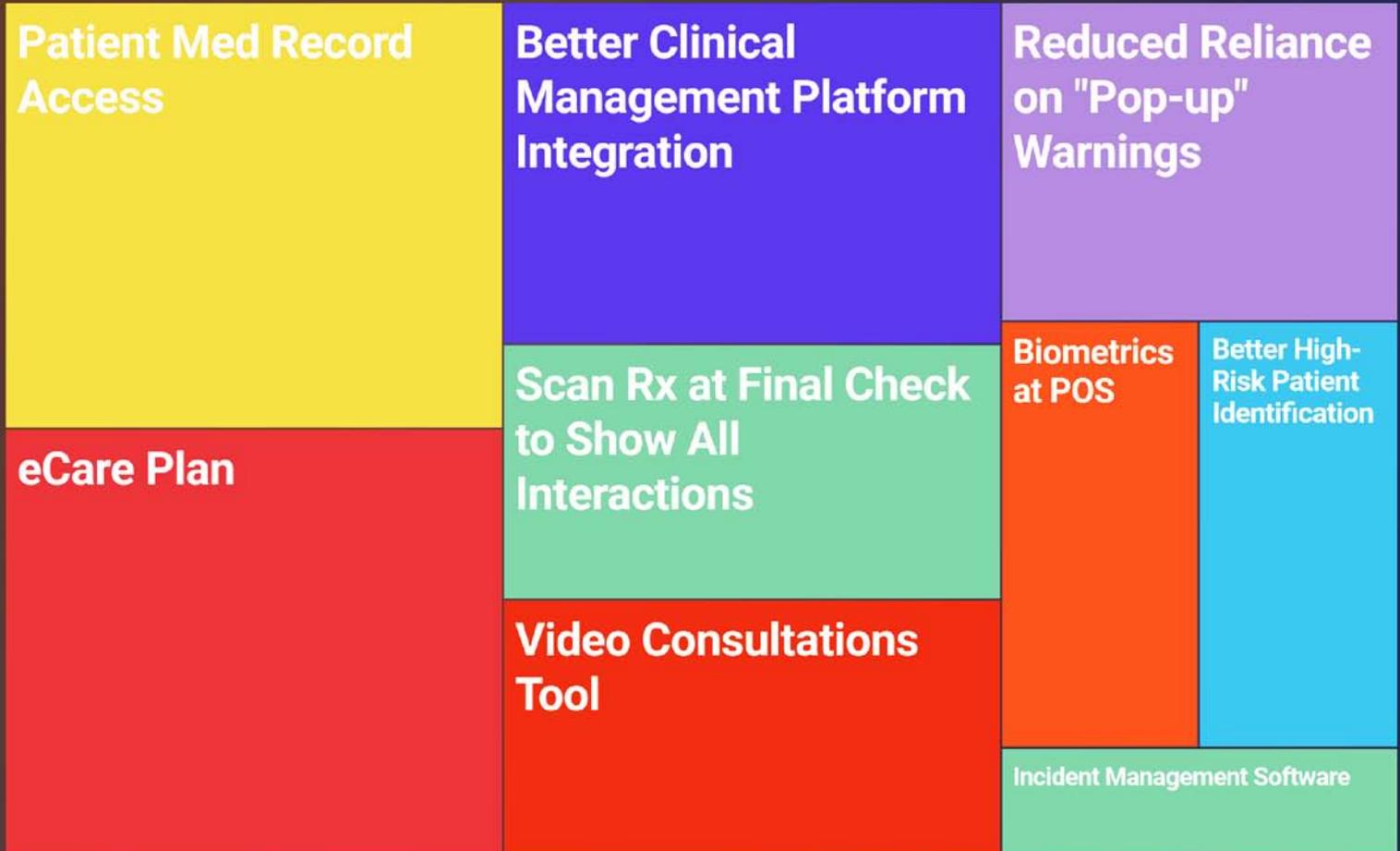


Tech Difference Makers

- IVR
- e-Prescribing
- e-Prescribing for controlled substances
- Electronic prior authorizations (ePA)
- Robotic dispensing
- Tools for supporting immunizations

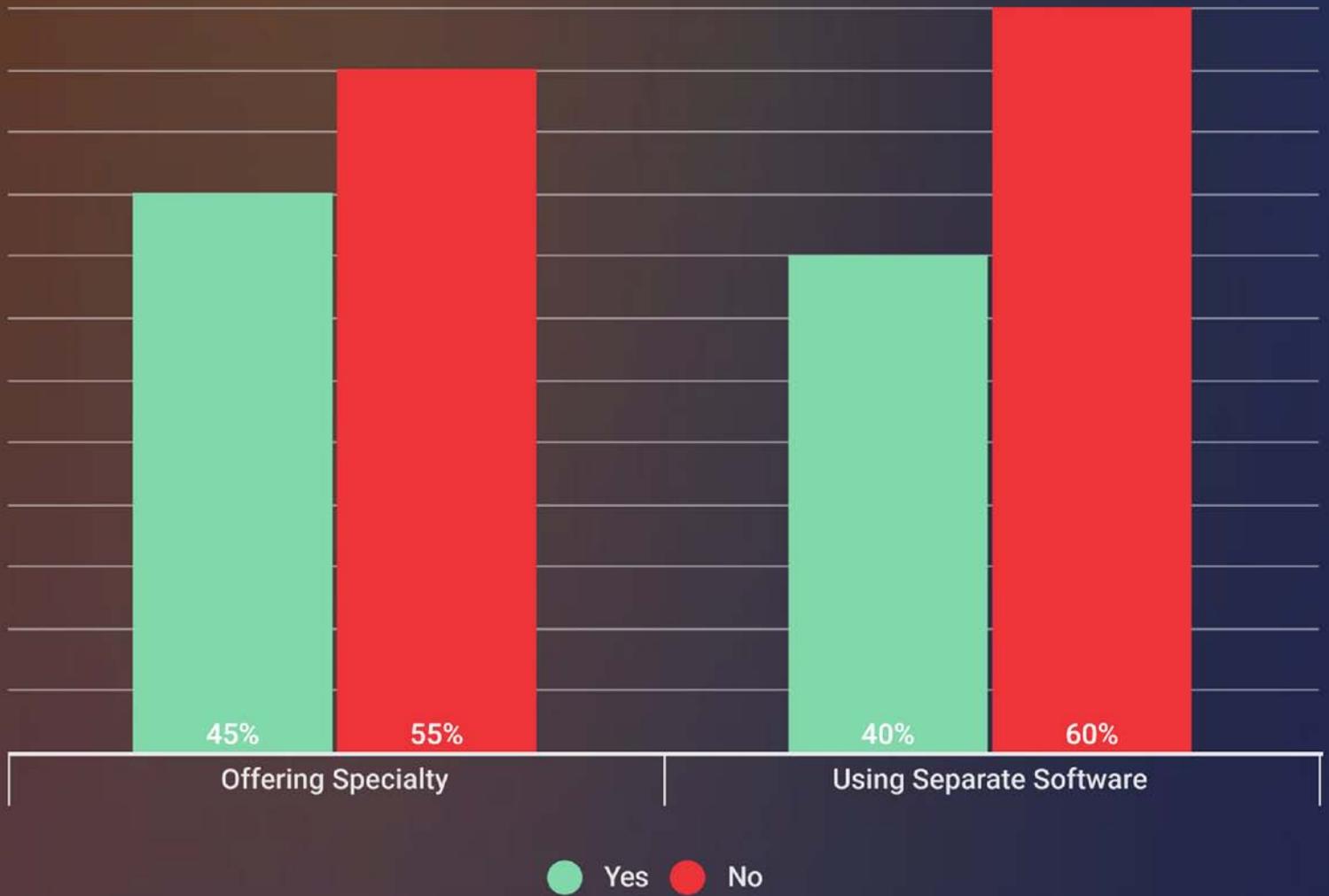
Chain pharmacies have a good grasp of their technology, so we asked what the most important difference makers are and we also asked about what's missing.

Technology Wishlist



Questions about the software application needed to improve operating efficiency and patient safety produced a variety of replies. These provide insight into how chain management views the enhancement potential in which pharmacy can improve its position as a healthcare provider.

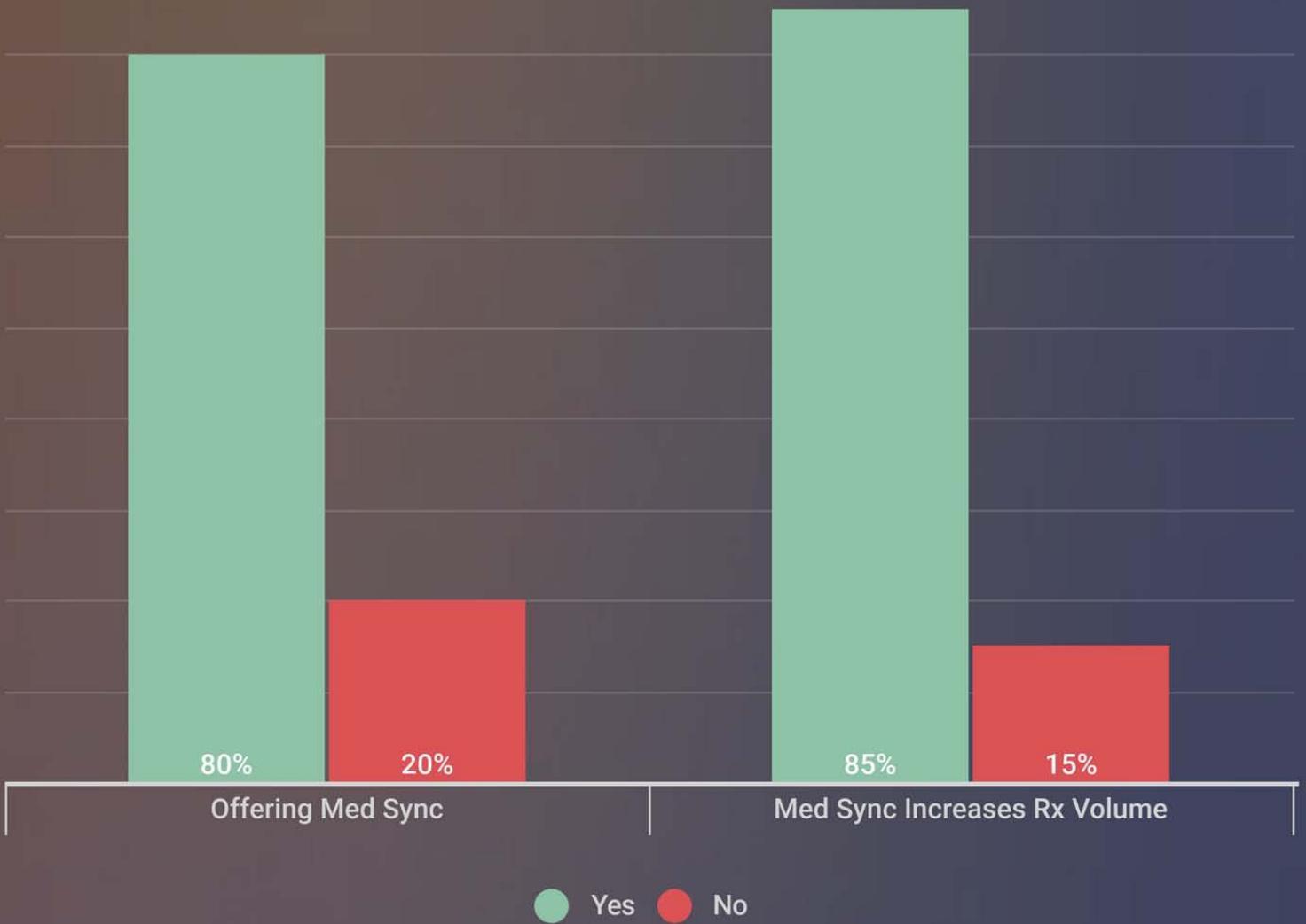
Specialty Pharmacy



Copyright ComputerTalk For The Pharmacist 2019

Chains are responding to the burgeoning field of specialty pharmacy, with many installing a different computer system/software to manage these high-dollar drugs that require specific patient care and reporting protocols from dispensing pharmacies.

Med Sync



Synchronizing refills for a patient, also known as med sync, has largely become a standard of practice in chain pharmacies as a way to address compliance. We also found that it is increasing Rx dispensing volumes by bringing in prescription refills that otherwise would not have materialized.