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Study Finds Significant Improvements in New Jersey Pharmacy Operations Due to Implementation of Automation Systems

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AmerisourceBergen Technology Group's AutoMed Systems Measurably Improve Safety and Efficiency at Siegel's Pharmacy in Trenton

VALLEY FORGE, Pa., March 2, 2005 /PRNewswire via COMTEX/ -- AmerisourceBergen Technology Group today announced that an independent study of a retail pharmacy's implementation of AutoMed workflow software and pharmacy automation brought about significant improvements in nearly all aspects of the pharmacy's operations. The study was conducted by The ThomsenGroup Inc. and sponsored in part by the National Association of Chain Drug Stores (NACDS). It examined Siegel's Pharmacy, an independent Good Neighbor Pharmacy(R) in Trenton, NJ.

The ThomsenGroup, aided by a team of pharmacy students from the University of Missouri at Kansas City (UMKC), conducted the study as two separate one-week, time-and-motion taping analyses of Siegel's Pharmacy. The first analysis was conducted immediately prior to the automation installation, and the second six weeks later. The results showed that the pharmacy's use of the AutoMed Efficiency WorkPath(TM) workflow management software and FastFill(R) 200 automation improved productivity, dispensing accuracy, customer service, and the quality of life of the pharmacy staff. At the same time, the AutoMed configuration reduced costs and provided a solid return on investment.

The study showed AutoMed workflow software and automation delivered significant improvement in the following areas:

- 57 percent decrease in the average time to fill a prescription
- 67 percent increase in the average time spent counseling patients per day
- 200 percent increase in the number of safety/accuracy checkpoints prior to the release of a prescription to a patient
- 32 percent increase in the number of prescriptions filled per person per day
- 87 percent increase in the average length of staff lunch breaks

In addition, following the implementation of automation systems, pharmacists at Siegel's Pharmacy are now based in the front of the pharmacy, and are, therefore, more accessible to patients than before the installation. Pharmacists also enjoy a highly organized work environment and have fewer concerns about making mistakes, due to the bar code and drug image verification provided by the automation and workflow software.

"It's simply amazing," said Dominick Vizzoni, who with his father, Jim, owns Siegel's Pharmacy and two other Good Neighbor Pharmacies in southern New Jersey. "It really eases your mind when you know you're getting the right drug in the right bottle for the right person in the right amount. It's eliminated at least three or four steps in every prescription. That means more time to help customers as well as reduced prescription waiting times - from 20 minutes, down to 10."

Another reason why Siegel's implementation of AutoMed workflow software and automation was so successful was that the pharmacy reorganization was fully planned with consideration given to physical layout, script volume, existing technology, square footage, and staff levels prior to the installation. Adds Vizzoni: "Every day it's evolving into something better. The results are even greater today than when the study was conducted."

For more information on AmerisourceBergen Technology Group's pharmacy automation solutions, please call 888-537-3102 or visit <http://www.automed.com>.

About AmerisourceBergen

AmerisourceBergen(R) (NYSE: ABC) is one of the largest pharmaceutical services companies in the United States. Servicing both pharmaceutical manufacturers and healthcare providers in the pharmaceutical supply channel, the Company provides drug distribution and related services designed to reduce costs and improve patient outcomes. Through its AmerisourceBergen Technology Group, the company is a leading provider of pharmacy automation and pharmacy efficiency systems and point-of-care patient safety solutions and has been honored for its educational initiatives and patient safety solutions. Good Neighbor Pharmacy(R), an AmerisourceBergen program, is a network of more than 1,800 independently owned and operated community pharmacies. With more than \$48 billion in annualized operating revenue, AmerisourceBergen is headquartered in Valley Forge, PA, and employs more than 14,000 people. AmerisourceBergen is ranked #22 on the Fortune 500 list. For more information, go to <http://www.amerisourcebergen.com>.

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