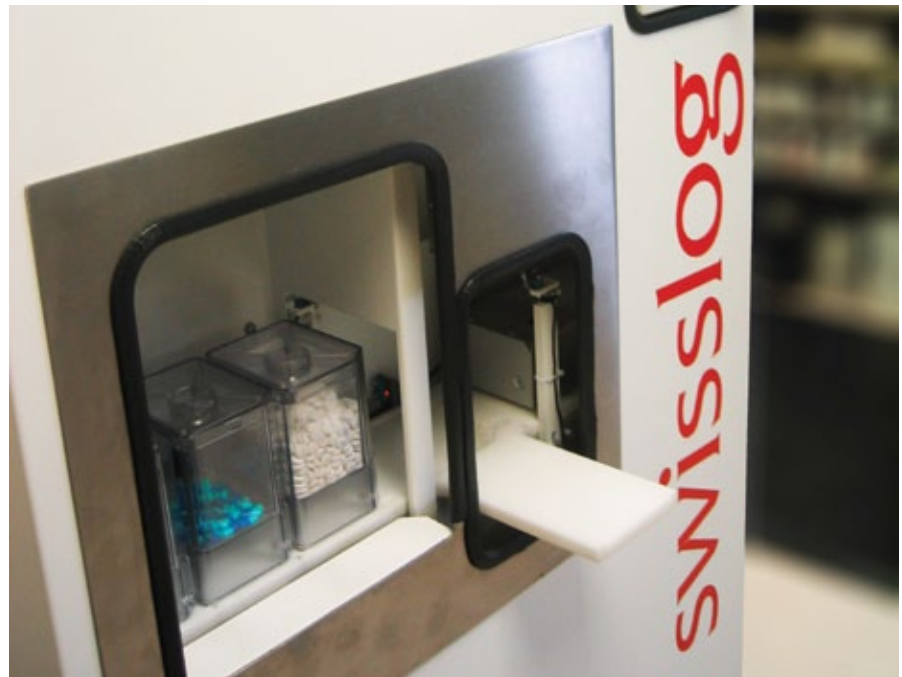


SWISSLOG
HEALTHCARE
SOLUTIONS

FREQUENCY ASKED QUESTIONS (FAQs)
PILLPICK PHARMACY AUTOMATION SYSTEM
AND BOXPICKER PHARMACY DRUG STORAGE
AND RETRIEVAL SYSTEM

Do you have a question regarding pharmacy automation?

Ask Amy Arnold, CphT, Swisslog's Product Manager for Automated Drug Management Systems.



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PillPick and BoxPicker Frequently Asked Questions



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PillPick

What types of information are stored in the Bedside verification barcode on the unit dose bag?

The most common information stored in the bedside verification barcode is the HIS assigned drug code or the product NDC number. It is also possible to store the medication expiration date. Utilizing the 2D barcode format versus the linear format increases the possibilities beyond NDC, drug code, and expiration date. Factors to consider when making this decision are: What information is recommended and/or required by the bedside verification vendor you are working with? If the vendor recommendations are flexible, consider which data type will provide the most flexibility and require the least maintenance after implementation.

What data is available in the PillPick Manager to support optimizing storage levels?

The PillPick system manages inventory automatically by analyzing dispense data or can be user dictated by setting fixed maximum and minimum storage quantities. These settings can be globally initiated or drug specific settings. Additionally there are reports to support optimizing that outline existing utilized space, available unused space, listing of commonly request medication that can be added, and products that are not moving by a user specified date range. These are just a few examples of data readily available in the PillPick or BoxPicker Manager to support optimizing efforts.

Where will I put returned medication once they are brought back to the pharmacy?

Immediate placement back onto the DrugNest is ideal to minimize the possibility that the bags are not bent, creased, or destroyed while waiting for placement into the system. Returns should be done daily prior to cart fill and packaging.

Where will I store supplies?

Supplies can be stored in a location near the system on a wire rack, a cabinet, or on a wall shelf. We will utilize the space assigned to us and help you organize your stock in a manner that creates a productive workflow.

How many days of consumable supplies do I need to keep on hand?

It is advisable to keep a 2-3 week safety supply on hand to ensure that you have the supplies needed in the case of a back order.

How does a customer best manage the opportunity for errors when filling the PillBoxes?

The system will not allow a user to package a drug unless the PillBox has been checked by a pharmacist. The user must first scan the original package, the cross-frame, and the PillBox. Once the three checks are complete, the user can then put the drugs into the PillBox. At this point a final check is completed by a pharmacist and the system is updated with the fact that the PillBox is pharmacist-verified and ready for packaging.

What is the PickRing error rate?

Close to zero. The unit dose bags are checked at the PickRing before the PickRing is closed. If a drug is incorrect (form, dosage, missing, etc.) the PickRing is rejected, and the system can automatically order a replacement PickRing.

PillPick and BoxPicker Frequently Asked Questions



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How many times is an individual bag scanned from packaging to dispensing?

Twice. A bag is scanned during the packaging (before the item is placed into the bag) and once again before it is dispensed (at the PickRing).

How do I determine which drugs will be stored in the DrugNest?

The Swisslog pharmacy consultant team can assist you with this process. Knowing what drugs are "fast movers" and the volumes of each are essential to the selection of medications to be stored in the system. This information will need to be submitted to Swisslog at least six weeks in advance of the go-live date.

Does PillPick track individual bags so patients can be credited on return?

Yes, each bag is printed with a unique serial number. This enables the bag to be scanned and identified by the system. When a bag is returned, the PillPick system scans the bag and knows that the bag has been returned and credits the patient. This credit feature can be turned on or off depending on the needs of the facility.

How will the pharmacy process returned medication with automation?

Returned PickRings are handled in the following way: the PickRing is cut, then the unit dose bags are placed on the return conveyor of the system. The DrugNest medication return door is closed and the system scans each med, checks for expiration, and places it back into the DrugNest.

What information is stored in the unit dose bar-code?

The bar-code on our package is a robotic bar-code for use by the PillPick system for pick and inventory control. It contains a tracking number which references the information on the contents of the bag in the database. This allows you to track each bag individually. When you go to BPOC, we print a second bar-code on the package containing only the information that your BPOC vendor is looking for in the bar-code format that it expects to see (e.g. code 120 linear, 2-D).

What hospital interface systems (HIS) have you interfaced with?

Answer: This list will change as we add new systems, so stay tuned. The current list is: Epic, Lawson, Cerner, Medware, IDX, Artefact, Omnicell, Pyxis, Siemens SMS Rx, and DOS systems.

What type of bar-code do you use (Linear, 2D, etc.)?

Answer: The robot uses a 2D data matrix for the systems recognition. A second bar-code is used for BPOC systems and can be linear or 2D depending on the requirement of the client.

PillPick and BoxPicker Frequently Asked Questions



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How will automation with PillPick affect Nursing?

Answer: Nursing will see a change in the way medications are presented to them. Instead of searching for loose unit doses in a patient's medication drawer, the nurse will find a PickRing with the patient label attached and the medication sorted either alphabetically or by administration time. This patient-specific PickRing can be stored anywhere on the Nursing Unit, however we are seeing a trend to storing in/near the patient room.

Can Swisslog help me with the justification of the system?

Answer: Yes. Swisslog can send in a team of people to analyze pharmacy operations before automation, estimate the impact after automation and collaborate to develop financial justification.

What are the size limitations for the items that we want to store in the system?

The maximum bag length is 195mm. A Lovenox syringe is a good example of what the maximum length of a product would be. A 30ml unit dose liquid cup is a good example of the maximum diameter for a product. There is not a tablet or capsule that exceeds the limitations.

Is the PickRing a "fix all" for missing meds?

No, it is not a "fix all," but it will help significantly. Since the drugs are organized on the PickRing in a way determined by Nursing, they are easy to find. Also the drugs are bound onto a ring which makes diversion much more difficult. One of our customers reported a reduction of 40-50 missing meds per day.

Can the PillPick system package half tabs?

Yes!

PillPick and BoxPicker Frequently Asked Questions



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BoxPicker

How are expired drugs typically managed in the BoxPicker?

Because lot numbers and expiration dates are entered when the drugs are loaded, the system is able to track the expiry dating in real time. A notification prompts the user that drugs are expiring soon and the user can simply begin the unloading of these items with the push of a button. Product removal can also be selected individually by date, date range, or individual drug.

Can the BoxPicker be subdivided to smaller compartments?

Yes! This would typically be done for low volume items to gain additional compartments in the BoxPicker. The configuration would be done from the PillPick Manager by the user at the time the bin was to be compartmentalized.

Does Swisslog have a "carousel" in their portfolio of products?

Yes! Swisslog's high-density storage and inventory product is the BoxPicker. The BoxPicker is an efficient, space-saving modular storage and dispensing system. The BoxPicker features secure and limited access to medications, single drug access, inventory tracking, and configurable workstations to assist the pharmacy with increased operational efficiencies. The BoxPicker can replenish dispensing cabinet refill orders as well as cart fill and routine pharmacy orders.

When compared to typical carousels on the market, BoxPicker is able to pull at a rate of at least 3:1 enhancing productivity within the pharmacy department.

The BoxPicker can work as a standalone system or can be combined with Swisslog's PillPick Robotic system for complete pharmacy automation and bar coding solutions.

Can BoxPicker interface with my drug wholesaler?

Yes! Through the use of Swisslog's PillPick Manager Software, replenishment orders to the drug wholesaler can be completed for products requiring replenishment.

What if I am a "cartless" pharmacy and don't do cart fill?

No problem! Because of the number of dispensing cabinets in use at your facility, you probably spend a significant amount of time manually pulling refills for each unit often two to three times a day! BoxPicker can automate this process for you and bring the drugs directly to where you are standing. Additionally, BoxPicker ensures the right medication is pulled for the refill orders by requiring the user to scan the medications out of the system.

PillPick and BoxPicker Frequently Asked Questions



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How do I know what size BoxPicker to buy?

Swisslog's automated drug management team can assist you with this process. Analyzing your formulary and usage trends, current and future inventory space, in addition to projections in hospital growth is just part of the process used to best suit your pharmacy needs. Swisslog's team will work closely with you, showing different configurations and layouts to best optimize your workflow.

How much of my drug inventory can I store in the BoxPicker?

The BoxPicker is a flexible automated storage and retrieval system. Due to the BoxPicker's modular design it can be configured to store as much or as little as you need! You can even store your refrigerated drug inventory with Swisslog's refrigerated BoxPicker.

Will large items like GoLyteLy or Magnesium Citrate fit in the BoxPicker?

Yes! The BoxPicker was designed to accommodate all shapes and sizes of drug inventory including the bulky items that take up lots of pharmacy shelf space.

I am contemplating buying a dispensing robot. Do I need to buy a high-density storage machine too?

This is a question frequently asked by our potential customers. What we have noticed is more pharmacies are examining an inventory management solution that is capable of tracking drug inventory from the wholesaler to the loading dock to patient administration. Using this approach, Swisslog's BoxPicker when used in tandem with the Swisslog PillPick Robot provides an efficient and organized way to manage drug inventory from start to finish. For pharmacies that may need support in determining which solution best fits their automation needs, Swisslog's professional staff can assist you in examining your pharmacy operation and tailoring a solution best suited for the department and hospital.

What type of refrigerated storage is available from Swisslog?

The BoxPicker is a high-density automated pharmacy warehouse for storage and dispensing of refrigerated or non-refrigerated medications. BoxPicker is safe and secure, providing efficient use of space to manage your pharmacy inventory. BoxPicker can also be customized as a dual-temperature (patent pending) module to add greater flexibility in your pharmacy.

PillPick and BoxPicker Frequently Asked Questions



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What are some distinguishing features that separate Swisslog's BoxPicker from other carousel technology?

The flexibility of the BoxPicker allows for two sided user access to the medication inside while providing safe and efficient patient-specific or cabinet-specific refill orders. Additionally, the BoxPicker can retrieve medications at a 3:1 ratio when compared to traditional carousel technologies on the market. BoxPicker can also be accessed from either end of the unit in the unlikely event of a complete power failure enabling the user quick and easy access to the medications.

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