

**Customer Testimonial**

**Globe Drug and Surgical**

# Globe Drug Store Enjoys Long and Successful History with McKesson's PharmacyRx™

**Organization**

- Globe Drug Store
- Independent pharmacy located in Brooklyn, New York

**Solution Spotlight**

- PharmacyRx™
- Adherence Performance Solution
- Medication synchronization
- MPS Thermal Label printing

**Critical Issues**

- Increase workflow efficiency
- Increase levels of patient safety and security
- Enhance connections between pharmacy and its patients
- Improve adherence levels of medication regimens

**An Improved Experience**

- Prescriptions filled in automated, efficient manner
- Pharmacy operations stay organized and structured
- Extensive reporting available, including daily sales by site, department, class and item



Brett Cohen is owner of Globe Drug Store, an independent pharmacy in Brooklyn, New York. He has been a PharmacyRx™ user since 2005, and prior to that time he used other McKesson pharmacy management systems as well. Brett manages a large compounding clientele—a fast-growing part of the business—and also sells a variety of durable medical equipment goods and supplies.

Independent pharmacies are discovering that they need to provide more clinical services and programs to thrive and that being an integral part of overall patient health is increasingly important. During an interview, Brett asserted PharmacyRx is well-suited to adapt to the constantly changing pharmacy landscape.

Brett shared his enthusiasm for the PharmacyRx system while at McKesson's ideaShare 2017. "The big advantage that PharmacyRx has is that it's easily customizable. The code is very stable and it doesn't take much to add new features and functionality. This means you can get new releases ready very quickly."

Brett further explained why he prefers PharmacyRx. The system gives him everything he needs to fill a prescription quickly and efficiently. "PharmacyRx is awesome," he said. "If I need to send a prescription to a doctor, I just press a button and PharmacyRx sends it automatically for me."

**System Flexibility and Reliability.**

Brett is pleased with the flexibility and stability of the PharmacyRx system, and spoke about being an advocate of the application for many years. He talked about the configurability of the system, the power and speed of the application, and its reporting capabilities. "It has almost every kind of report I need," he said. "If it doesn't have a certain report, I go to the Advisory Board, and we get one in there."

When recommending PharmacyRx to new users, Brett commented, "Everyone that sees me demonstrate this product loves it!" Discussing the variety of

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customizations available in PharmacyRx, he said, “Little things come up as technology changes. As pharmacy rules change, there are always new things to be concerned about. PharmacyRx is so adaptive to our needs.”

Asked for details, Brett provided an example. “I attended a PharmacyRx board meeting recently, and two customers from two different states needed a small change to be made. Eventually, this small change will impact customers in all states. The board discussed it, and a month or two later, the change was implemented in the next PharmacyRx release.”

#### **Customer Service and Implementation**

Addressing other benefits of PharmacyRx over several days at the ideaShare show, Brett noted, “McKesson Pharmacy Systems’ Customer Support is excellent. I’ve always gotten what I needed in a timely and courteous manner from Support.”

Regarding the implementations process for new users, Brett responded, “The PharmacyRx implementation process is fantastic. It usually takes 2 to 2½ days. I recently helped a friend of mine switch over to PharmacyRx in his store, and Denise was phenomenal. She trained two staff members and I helped train one. Everything went very smoothly.”

#### **Reaching Out to Patients in New Ways**

Using PharmacyRx helps Brett distinguish his store from the big box chains. “Using PharmacyRx lets us provide a more personalized approach,” he said. “We are more likely to have the same pharmacist



and staff members over a long time, who know the patients and understand their issues. PharmacyRx has central fill functionality, it has its own MTM module, and now has a med sync feature integrated right within the system. These types of features help us enhance our service levels even more.”

When asked about potential new programs, Brett noted how fast his compounding business is growing. He also focused on the medication synchronization (med sync) features integrated into Pharmaserv release 7.6. “The biggest challenges for community pharmacies today revolve around trying to take care of patients the best we can,” given the myriad of limitations and changing rules. “PharmacyRx does so many things to help me provide better service and better health outcomes. I really would not consider any other system.”

#### **McKesson Pharmacy Systems**

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