

PHARMACY

Customer: The Druggist Pharmacy

Contacts: Terry Bottorff, Owner

www.thedruggistrx.com



CUSTOMER SUCCESS STORY

"I don't know how guys that aren't automated stay in business," says Terry Bottorff.

Located in the heart of Huntington Beach, CA, The Druggist Pharmacy is committed to using the best of today's technology to bring their customers modern pharmaceutical care delivered with old-fashioned customer service.

To find success in today's pharmacy industry, you must be on the cutting edge of technology. There are many state and federal guidelines that must be adhered to and having the latest software is key.

"This is why we chose CAM's POS system, integrated with our pharmacy management system. As our industry changes and requirements are made, CAM makes the necessary adjustments to save us time and money."

A great feature implemented in the CAM software is the "third party log." This log is a must-have in the pharmacy industry. Pharmacy customers are required to sign it when a prescription is picked up. Many pharmacies track this log manually, which is complex, and for an auditor it can take hours to research. With CAM, all your customer information is logged by the electronic signature capture. The signatures are also captured for house charges and HIPAA. The sales transaction cannot be completed until the signature is processed. This in turn saves time and you will have a satisfied auditor, not to mention keeping 100% of your money.

A seamless interface to a pharmacy management system is a necessity. The Rx barcodes generated from the pharmacy system and linked to the POS are automatic. This allows any POS station to bring up the customer information and the correct co-pay, saving time and leaving less room for errors.

"Another unique function within our CAM system is their import tool. We utilize this feature for our American Greetings vendor. Our items are updated monthly for price and product updates. Also, all new cards and prices can be uploaded into our system. This gives us the ability to manage our inventory effectively while being able to offer other retail-related items to our customers without investing so much time," says Terry.

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