

Augmenting the Distribution of Medical Supplies with Automated Smart Locker Solutions



Introduction

Inefficient distribution methods of medicine supplies and security risks are the biggest challenges of any health organization. Such organizations keep patients and their health as top priority and are always willing to adopt the latest tech innovations to achieve so. Our advanced pharmacy lockers offer a transformative solution that enhances security, streamlines medicine distribution, and improves accessibility for the users. Therefore, augmenting the overall operations of health organizations, hospitals, and even pharmacies.

Learn how a reputed Govt. Health Organization of North America leveraged our smart pharmacy lockers to overcome challenges and achieve remarkable results.



Background

A reputable government organization of North America that strives towards the wellbeing of their residents was having concerns leading to declining customer experience. With a strong commitment to exceptional customer service and optimal patient care, the organization understood the criticality of safety and streamlined distribution of medicines.

However, they have been grappling with challenges related to the distribution of medicines and testing kits to the patients leading to wasted time and unsuccessful deliveries. This concern has not only hindered their operations but has also impacted on their customer service and overall efficiency.

Recognizing the importance of streamlined medicinal distribution for their operations and customer satisfaction, they sought a transformative solution that could enhance their distribution operations and improve customer satisfaction.

The Problem: Unsuccessful Distribution of Test Kits and Medicines

The health organization faced the following challenges that desperately needed a smart solution:

- **Inefficient Medicine Distribution:** Outdated and inefficient distribution systems, leading to disorganized medication placement and retrieval processes. This resulted in wasted time and increased errors in medicine distribution.
- **Declining Customer Experience:** Accurate tracking of medications and testing kits was becoming a huge challenge for the organization, which led to an increasing number of unsatisfied customers.
- **Security Risks of Medications:** Maintaining the security and integrity of medicine stock was of paramount importance. Existing storage methods presented security risks, including unauthorized access, medication tampering, or theft, compromising drug safety and pharmacy reputation.



Implementation of Smartbox

The implementation of our pharmacy smart lockers for medicine storage and distribution has yielded substantial benefits and impressive results. Here are the quantifiable outcomes and metrics that highlight the positive impact of adopting our innovative solution:

- **Increased Locker Utilization:** They experienced a remarkable increase in locker utilization, with more than 200% daily usage.
- **High Success Rate in Deliveries:** The smart locker solution achieved an exceptional success rate, with 98% of deliveries completed successfully.
- **Reduced Retrieval Time:** The streamlined storage system and intuitive user interface enabled quick and hassle-free retrieval of all medications.
- **Enhanced Security Measures:** Smart lockers provided robust security measures to safeguard medications and kits with advanced features like access logs, authorized access, and surveillance cameras.

Use Case of Smartbox

We offered personalized smart locker solutions to the health organization that ensured ease-of-use for the users . This is how the smart lockers were being used:



Customer request for the medicines/testing kits was generated

Authorized personnel dropped the items to the locker

Customer collected the items from the locker at their own convenience



Experience the power of automated smart lockers and unlock a new era of efficiency and success for your pharmacy.

Impact of Smartbox

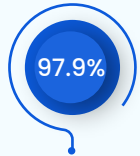
With positive feedback, smart lockers also saw a significant impact. A survey was conducted after 10 months of installation which stated the following impacts:



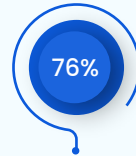
Daily usage of the locker increased by 200%



Successful number of deliveries rose from 41% to 98%



Satisfied number of users increased to 97.9%



The organization reported a decrease in storage-related concerns by 76%

Conclusion

The implementation of intelligent smart lockers for medicine distribution has proven to be a transformative solution for the health organization of North America, addressing critical pain points and delivering substantial benefits. With increased locker utilization on a daily basis and an exceptional success rate of medicine deliveries, the impact of smart lockers on medicine distribution operations is evident.

Our comprehensive smart locker solutions are tailored to your specific needs, providing you with the tools to optimize operations, elevate customer service, and stay ahead in the competitive pharmacy landscape.

To embark on this transformative journey and reach the full potential of your pharmacy's medicine distribution, reach out to us today!



smartbox[™]