



Overview

Industry: Retail Pharmacy

End User: Bartell Drug Company

Application(s): Automatic Data Capture and Management

Product Solution:

Honeywell's Dolphin® 7900 Mobile Computer and the ComplyScan Software and Database System from Pharmitas

Solution Provider:

Pharmitas, Inc.



Wireless Mobile Computing System Helps Bartell Drugs Comply with the Law, and Better Serve Customers

Executive Summary

In September 2007, Seattle-based Bartell Drugs, the nation's oldest drugstore chain, implemented a program using Honeywell's Dolphin 7900 Mobile Computers with ComplyScan™ software from Pharmitas, Inc. Together, they automate the transaction logging process associated with the sales of non-prescription cough and cold products containing pseudoephedrine, ephedrine and phenylpropranolamine (PSE). These precursor drug ingredients are commonly used to make the illegal drug methamphetamine.

The ComplyScan system, used with Honeywell's 7900 Mobile Computer, included the following features:

1. Front-end data acquisition,
2. Real-time approval checking and
3. Back-end database storage and report administration.

Bartell Drugs is rolling out ComplyScan with the goal of having all stores fully integrated by early 2009. What used to take pharmacy technicians several minutes to manually log PSE sales transactions now takes a matter of seconds.

Challenge

There's a growing epidemic that over-the-counter cough and cold medicines containing ephedrine, pseudoephedrine and phenylpropranolamine are used to produce the illegal drug methamphetamine. To address this drug crisis, local, state, and federal laws regarding the sale and distribution of PSE ingredients are now in

effect, with some states having more stringent PSE requirements than others.

The federal Combat Methamphetamine Epidemic Act (CMEA) of 2005 regulates the sale and purchase of select non-prescription PSE products. The mandate limits the quantity that can be sold to and purchased by consumers: 3600 milligrams per day and 9000 milligrams per 30-day period.

Additionally, the CMEA requires pharmacy retailers to place all PSE products behind a counter that is not accessible to the consumer or in a locked display case if the products are located on the retailer's selling floor. Retailers must also maintain a logbook of information on transactions involving PSE products. The logbooks must be retained for a period of two years and contain the following information: ID reference number; date and time of sale; purchaser's name and address; name of product sold, quantity and amount of PSE in the product; and purchaser's signature.

Many retailers use paper-based logbooks to comply with the CMEA. However, a paper system creates challenges for everyone involved. It is time-consuming for consumers and retailers to fill out and complete; presents risks to retailers if logs are not secure and accurate; costs retailers money to maintain logs; and is difficult and time-consuming for law enforcement to enforce the mandate.

Bartell Drugs searched for an automated, real-time solution to capture PSE sales information and to ensure accurate, secure records, allowing pharmacy technicians to spend their time helping customers, not filling out paperwork.

Solution

Pharmitas, Inc. and Honeywell presented Bartell Drugs with a solution that enabled their retail pharmacies to replace manual, paper-based logbooks with ComplyScan, a wireless

and automated data capture and management system. The system provides Bartell Drugs with real-time logging and reporting of regulated PSE product sales, electronic signature capture, secure storage of all transaction data, and on-board CMEA training/certification for pharmacy staff. Additionally, Pharmitas trained pharmacy staff members to use ComplyScan with the Dolphin 7900 Mobile Computer and provided Bartell Drugs with 24-hour, 7-days per week technical support. ComplyScan is HIPAA compliant and fulfills the requirements of the CMEA as well as any local and state mandates for PSE product sales.

The ComplyScan process is simple: Using the Dolphin 7900 Mobile Computer, retailers scan the 2D barcode or swipe the magnetic stripe on the customers' driver's license to auto-fill the required ID information into the system. Next, they scan the UPC label on the PSE product which instantly checks a centralized database to determine if the customer is within the legal purchase limit. The customer confirms the sale with an electronic signature, and the sales transaction information is sent and stored to the centralized database.

"It used to take pharmacy technicians three to four minutes to complete a PSE product transaction. With ComplyScan in place, that time is now boiled down to 30 seconds at most," says Dan Connolly, pharmacy project manager and pharmacist at Bartell Drugs. "The process is now completely automated, which means technicians can now focus their time on processing medications and counseling customers, not filling out paperwork."

Benefits

Because the CMEA requires logs to be kept for at least two years, pharmacies need to be able to access those files upon authorized requests from law enforcement. With ComplyScan, there is no need to physically locate logbooks and thumb through paper files. Bartell's pharmacy

technicians simply log on to the Internet-based ComplyScan Web administrative page to quickly retrieve the requested PSE sales transaction records. The records can be printed out and given to authorized law enforcement.

"From an administrative point of view, Bartell Drugs is making sure people aren't breaking the law when selling pseudoephedrine products. From a customer point of view, we're making sure the experience is fast and easy," says Matt Finney, senior business systems analyst at Bartell Drugs. "By using ComplyScan with the 7900 mobile devices, we're helping our stores stay compliant with the law while providing our customers with a quick, favorable experience. It's positive all around."

For consumers, ComplyScan reduces transaction time, privacy concerns and the hassle-factors associated with manual records. For authorized government and law enforcement officials, the system restricts over-limit PSE sales and provides access to real-time sales information. For retailers, it reduces error and non-compliance risks, eliminates paper-based log storage issues and reduces transaction time.

"Overall, we've received very positive feedback, from both our staff and our customers," continues Connolly.

For more information:

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