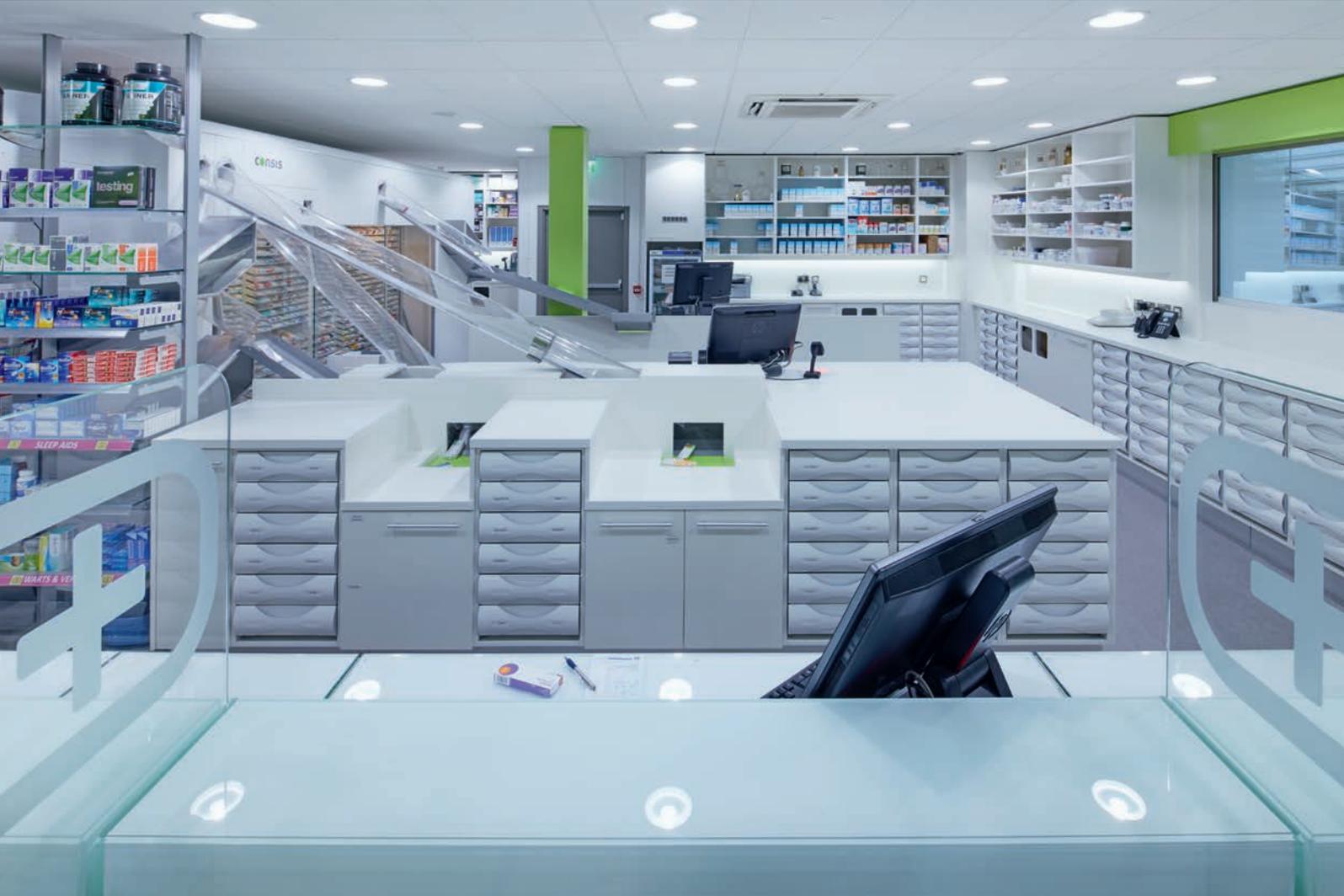


Case Study

Cooper's Pharmacy, Belfast (Northern Ireland)



Initial situation:

Cooper's Pharmacy is based within a busy health centre complex in the Andersonstown suburb of Belfast. It was decided that a robotic solution was necessary to safely process increasing dispensing volumes. After spending two years researching all over Europe, Paul and Michael Cooper decided that the Consis E robot was the optimal fit for their pharmacy.

Willach concept:

Forward dispensing by implementation of the Willach Triangle Workflow Management system.

- **CONISIS.E4 robot**
- Fully automated stocking with **CONISIS Stockmaster**
- Fully automated labelling with **CONISIS Labelmaster**

Furniture and work benches, including **FAMA.M/comfort medicines drawers**, are designed around the CONISIS robot to optimise workflow and working conditions.

Key figures:

- **Frequency:**
750 customers per day (600 prescriptions per day)
- **Capacity CONISIS.E4 robot:**
up to 13,240 packs (4,000 lines)
- **Degree of automation:**
85% of daily dispensed packs (POMs/Rx)
- **Conveyor equipment:**
Simple chutes and tubes only; no cost-intensive conveyor belts required

Benefits:

- **Enhanced patient services:** the consulting pharmacist and assistants spend most of their time at the front of the shop, where they are visible to the customers and patients and have more time to offer additional services
- **Increased profit:** more customers can be served with the same number of staff
- **Reduction of dispensing errors and enhanced accuracy** through automated storing, labelling and dispensing
- **Reduction of waiting times** thanks to automatic and fast dispensing
- **Better stock control** due to CONISIS Navigator stock management software
- **Handling split-packs:** almost all split-packs are stored in the robot, which labels them with a unique barcode containing information about the current number of tablets inside. Split-packs are always given priority for restocking and dispensing to guarantee maximum stock rotation and availability



1 CONISIS Stockmaster
Fully automated loading saves time and avoids stocking errors. The semi-automatic loading slots alongside can be used for stocking packs which have to be available immediately, such as split-packs.



2 CONISIS Labelmaster
Labels each patient's pack individually in a second, directly before dispensing - even split-packs.



3 CONISIS Navigator
A touchscreen with the user-friendly CONISIS Navigator software makes storing and stock control easy.

-  PHARMACIST
-  SERVED CUSTOMER
-  TECHNICIANS
-  WORKFLOW TRIANGLE

8 CONSIS robot dispensing points:

- 1** Counter/till, to enable forward dispensing
- 2** Dispensary, for preparing repeat prescriptions
- 3** Dispensary/loading area
- 4** Basement (preparation of nursing home deliveries)
- 5** Counter/till, to enable forward dispensing
- 6** Dispensary, for preparing repeat prescriptions
- 7** Dispensary/loading area
- 8** Basement (preparation of nursing home deliveries)



FAMA
drawer systems



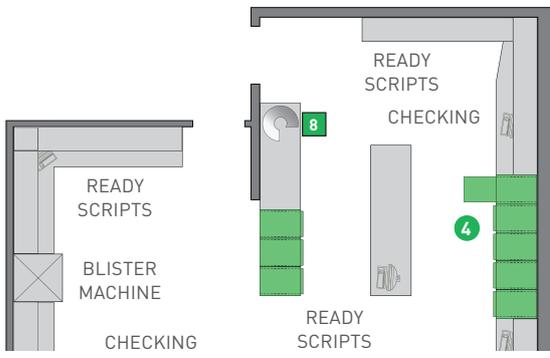
4 5 6 Excess stock, eye drops and bulk creams are stored in FAMA.M/comfort underbench drawers.



7 Ultra-fast moving items are located directly at the consultation points for quick access.



8 Ready scripts for collection are stored in double-high FAMA.M/comfort underbench drawers close to the till points.



Basement
 With the help of a spiral chute medicines dispensed by the CONSYS robot come down to the basement, where nursing home deliveries are prepared.



Basement



“Since we started working with the CONSYS robot, we have eradicated a lot of the manual work. The pharmacy team is more motivated and works much more efficiently. The unique combination of fully automated loading, stock control, automatic labeling and the very fast dispensing speed is perfect. We’ve compared lots of robotic dispenser systems all over Europe and we still believe that CONSYS fits our needs best.”

Michael and Paul Cooper
 Pharmacy Owners

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