

Kring Pharmacy Racamy, Dongen



Initial situation:

The Kring Pharmacy Racamy is located in the Beljaart Medical Centre in Dongen (Netherlands). Since this was a new centre, the pharmacist and the architect were in the enviable position of being able to design and plan the pharmacy around a Willach robot, ensuring the best possible working processes.

Special feature:

Unusually, the repeat prescriptions of a second pharmacy belonging to the same group were also to be handled by the same robot.

Objective:

- Optimising cost structure
- Speeding up work processes
- Improving quality of advice

Solution concept:

Local Central Filling solution with Consis E, supplemented by a roller conveyor system

- All medicine packs suitable for automation are stored in the Consis E robot
- The packs are stocked fully automatically using the Consis Stockmaster
- The Consis Labelmaster labels the packs automatically before dispensing them – no human intervention is required
- The packs are transported directly to the six dispensing points around the pharmacy via simple chutes – no expensive conveyor belts are needed
- Repeat prescriptions being prepared in advance are made up fully automatically using the roller conveyor system

Result:

- A significant cost reduction through efficient working, magnified further by using the same robot to pick and pack repeat prescriptions for the owner's second pharmacy (Local Central Filling)
- More flexible use of staff. Staff shortages during holiday periods or as a result of illness are more easily managed and have less impact on customer service
- A marked improvement in the quality of customer service and the advice customers receive, since staff have more time to work on relationship-building and personal customer care
- Time saving through fully automated stocking and dispensing of medicines
- Optimisation of work processes through the fully automated picking of repeat prescriptions via the roller conveyor system

Fully automated stocking

Fully automated stocking:
The Consis Stockmaster stocks the Consis E fully automatically. That ensures significant time savings.



Intelligent storage:
Medicines are stored in the Consis E according to their turnover rate: fast movers are stored in channels (magazine 1), slow movers in single spaces (magazine 2).



Automated labelling:
The packs are labelled fully automatically by the Consis Labelmaster before being dispensed. That saves work and increases safety and consistency.

Fully automated labelling



Fast and cost-effective dispensing:
The medicines are taken directly to six workstations by simple chutes. There are three dispensing points in the back office, three dispensing points directly at the sales counters and no need for any expensive conveyor equipment.

Fully automated picking of repeat prescriptions – with the LOCAL CENTRAL FILLING solution



Complete prescriptions are made up fully automatically via a roller conveyor system. This allows repeat prescriptions to be made up for a second pharmacy (LOCAL CENTRAL FILLING solution). The investment in the CONSYS system pays off even faster as a result.

1. Repeat prescriptions are processed in a batch function of the pharmacy management system (PMS) and sent to the robot.
2. Fully automated picking begins.
3. As soon as a manual order is sent to CONSYS, it interrupts and overrides any repeat prescriptions being processed. Manual requests are given priority in the dispensing of packs, so that customers aren't kept waiting; customer orders and urgent orders can always be processed immediately.

Local Central Filling with the CONSYS roller conveyor system:



- 1 Plastic containers are placed at the head of the motor-driven system



- 2 The containers are moved forward to the dispensing point (chute) at the conveyor system



- 3 CONSYS fills the container with the complete prescription



- 4 The filled container is transported to the end of the system, where it is removed

Size of pharmacy: 325 m² in total

Position of CONSIS robot:

At an angle of 90° directly behind the OTC shelves

Capacity of Consis E5:

Approx. 19,000 packs

Footprint required:

Approx. 14 m² (incl. Consis Stockmaster, Consis Labelmaster and roller conveyor system)

7 dispensing points:

- 3 chutes to sales counters
- 3 chutes to work stations in the back office
- 1 dispensing point at the roller conveyor system

Conveyor equipment:

Simple chutes for dispensing points 1-6 (no need for additional conveyor belts)

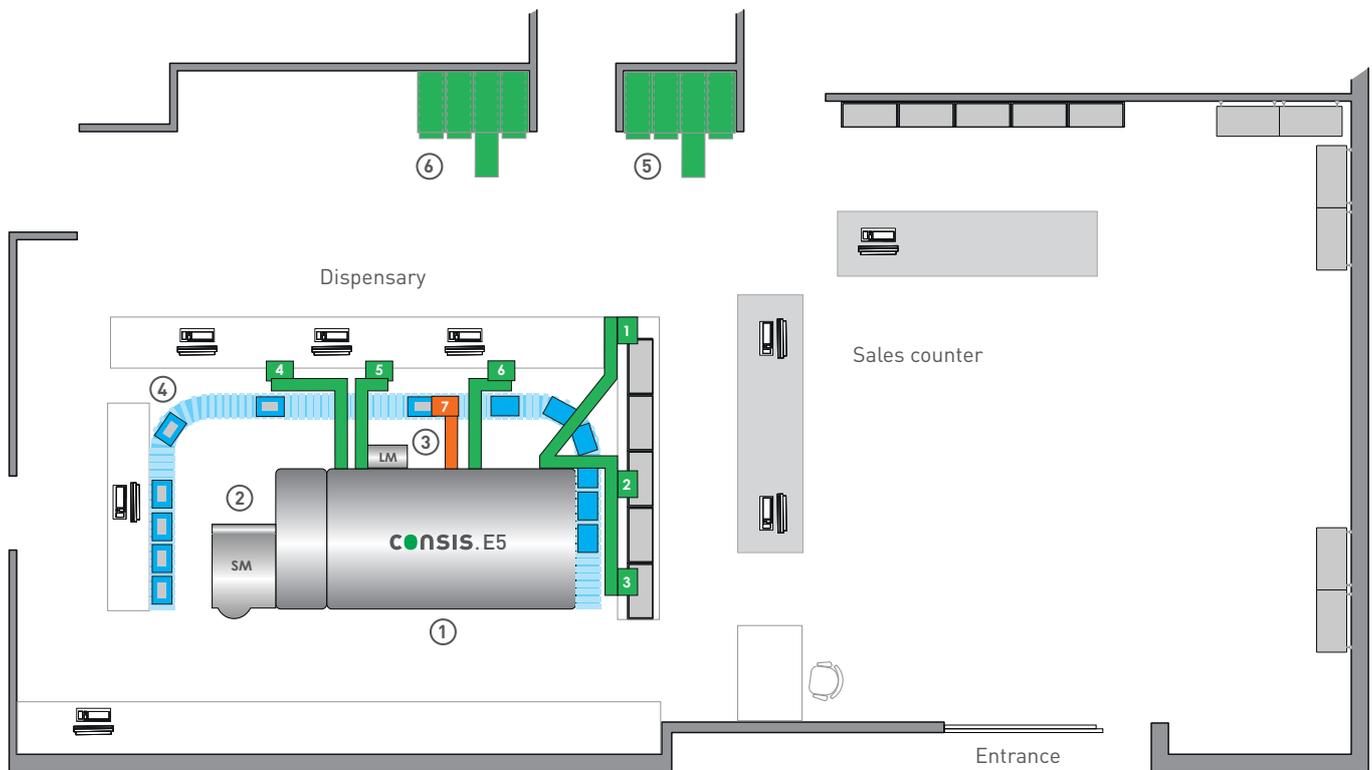
Start of operation:

December 2011

- ① Consis E5 robot
- ② Consis Stockmaster
- ③ Consis Labelmaster
- ④ Roller conveyor system
- ⑤ Fama GX drawers for storing items for collection
- ⑥ Fama GX drawers for storing medicines not suitable for automation

CONSIS dispensing points

- 1 2 3 Front office
- 4 5 6 Back office
- 7 CONSIS dispensing point for roller conveyor system



“We looked at various automation solutions for our new pharmacy. I was convinced by the Willach concept because it makes economic sense. The CONSIS is very compact and does all the routine work fully automatically so that I can operate my pharmacy with fewer staff. With the CONSIS roller conveyor system I have my own LOCAL CENTRAL FILLING pharmacy and can process the repeat prescriptions from my second pharmacy.”

C.C. Racamy
Pharmacist

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