

Case Study

## Local Central Filling Solution

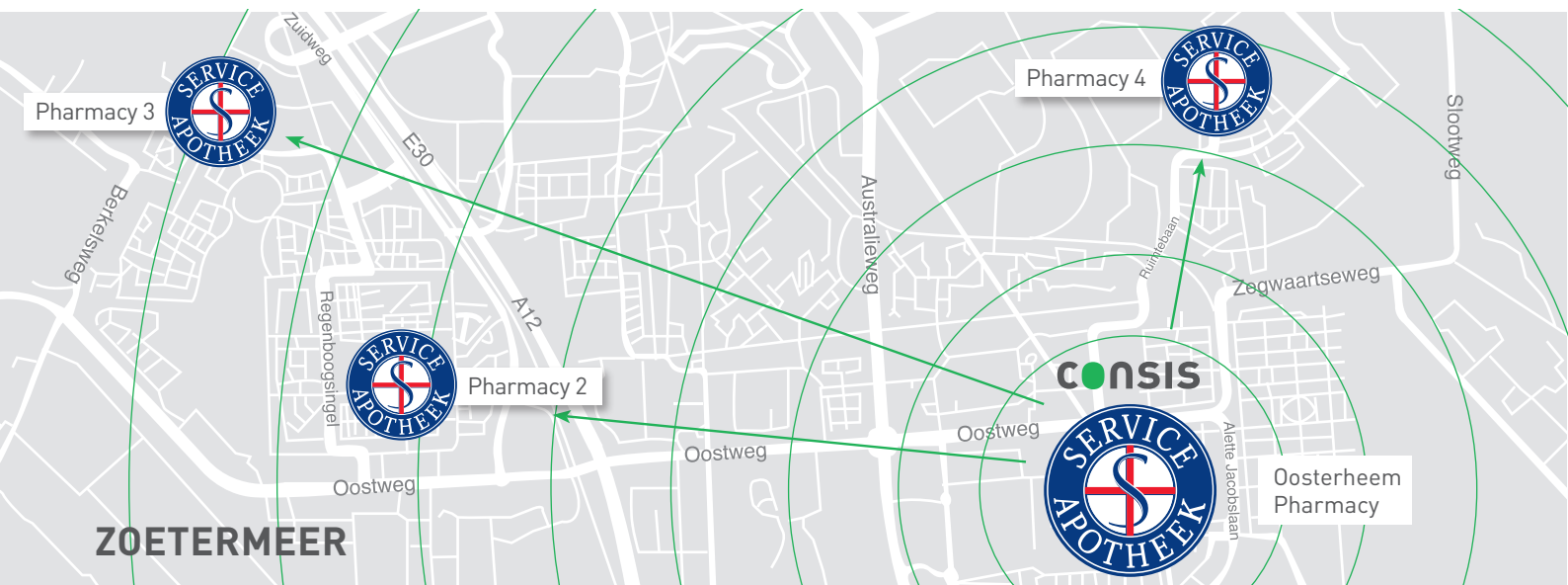
 Oosterheem Service Pharmacy, Zoetermeer (Netherlands)



**Willach** | Pharmacy Solutions

## The concept: Local Central Filling Solution

The Willach Local Central Filling concept is based on the idea that several pharmacies are supplied by one hub, usually the main pharmacy. In this case study, the prescriptions are prepared centrally in the main Oosterheem pharmacy and delivered daily to 3 additional pharmacies in the area for collection by patients.



### Initial situation:

The Oosterheem Service Pharmacy is located in Zoetermeer town centre. It is owned by the Zoetermeer Health Centre Foundation (SZG), which operates another 3 pharmacies in the town. Until summer 2013, the repeat prescriptions were supplied by a central filling contractor.

### Objective:

- Reduce costs by preparing repeat prescriptions in-house, guaranteeing full cost control
- Optimise acute patient care
- Rationalise work processes
- Improve customer service

### Local Central Filling solution from Willach:

- Repeat prescriptions are prepared centrally for all 4 service pharmacies with a CONSIS automation solution.
- Up to 33,000 packages with approximately 2,500 different articles are stored in 3 CONSIS B3 robots.
- Over 80% of the packages provided on a daily basis to customers who come into the Oosterheem pharmacy with a prescription are dispensed fully automatically to the sales counter.
- The repeat prescriptions for all four pharmacies are entered into the system at a single central point and packaged by prescription, helped by the CONSIS picking system.
- The CONSIS Labelmaster labels every individual package fully automatically before dispensing.
- Slow movers and split packs are stored in a few FAMA GX large-capacity drawers.
- Repeat prescriptions for the Oosterheem pharmacy are clearly sorted and stored in FAMA M medicine drawers.
- Repeat prescriptions for the 3 satellite pharmacies are bagged and delivered on a daily basis.

### Result:

- Cost reduction for preparing repeat prescriptions in one central location.
- Increase in availability of medicines through central stock location.
- Improvement of work ergonomics through automation and reduction of distances walked.
- Specialist staff free to concentrate on their core tasks (e.g. advising customers) through the reduction of routine tasks.
- Clear reduction of waiting times for customers.

## Storage capacity of 3 x CONSIS B3:

Approx. 33,000 packages

## Dispensing capacity:

4,000 packages are simultaneously dispensed by 3 robots in approx. 4 hours, incl. automatic labelling.

## Stocking:

4,000 packages within less than 1.5 hours (with simultaneous stocking at all 3 CONSIS B modules)

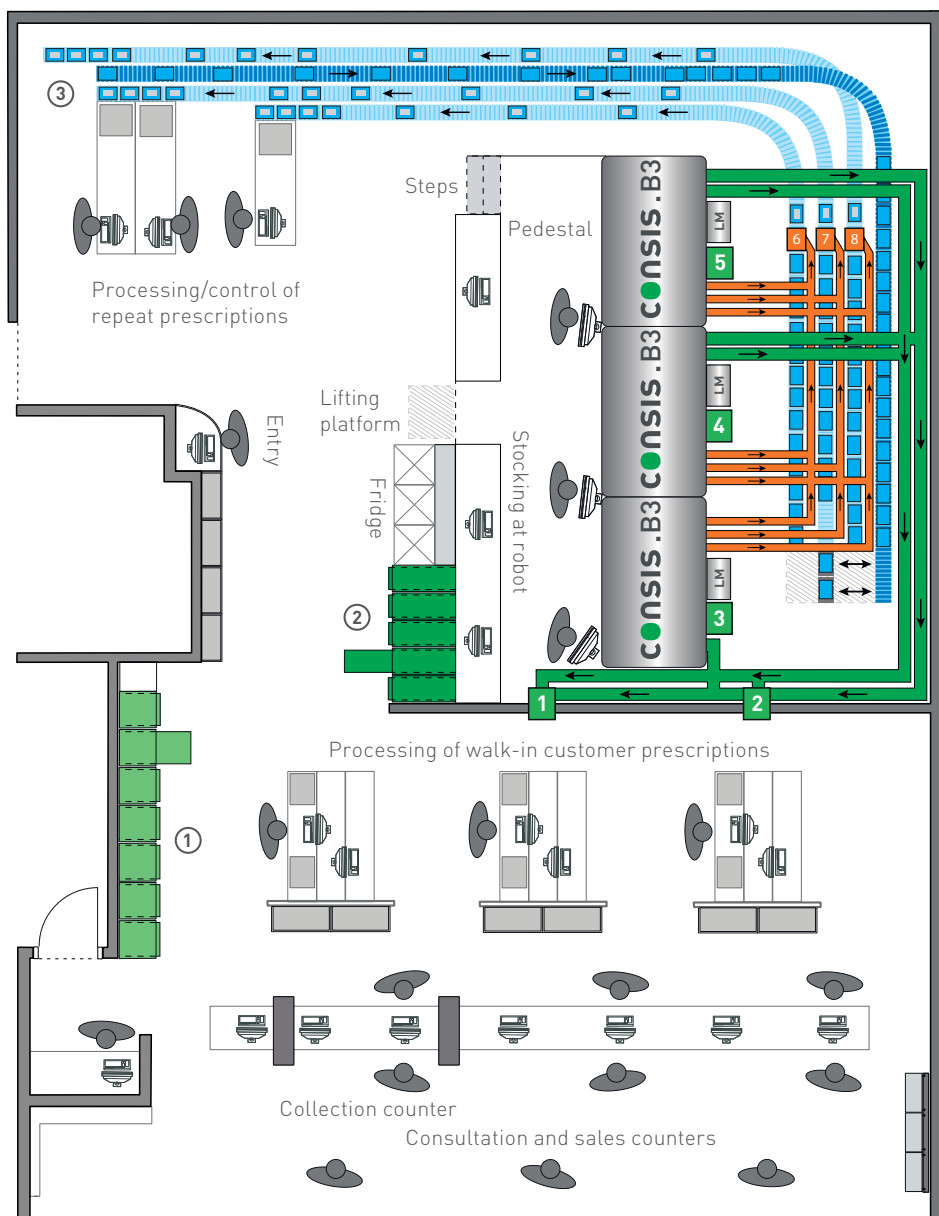
## Labelling:

All packages are individually labelled with the 3 CONSIS Labelmasters before being dispensed.

## Conveyor equipment:

- 8 dispensing points are supplied by conveyor belts, supplemented by gravity chutes and dispensing trays
- 3 roller conveyors for processing repeat prescriptions
- 1 return track for empty containers

**Start of operation:** May 2013



- ① FAMA M3 drawers (storage of repeat prescriptions/ready scripts)
- ② FAMA GX drawers (storage of slow movers, pharmaceutical specialties, opened packages, etc.)
- ③ Roller conveyor systems

- Arrival of filled containers
- Return of empty containers
- Full containers
- Empty containers

## CONSIS dispensing points

- 1 2 Front office
- 3 4 5 Back office
- 6 7 8 Plastic containers (transported via roller conveyor system)



"We introduced this project together with Willach because they developed a tailor-made and individual solution for us which is perfectly designed for our requirements. We were convinced by the speed with which a large number of packages are stocked and dispensed ready-labelled. Up to 4,000 packages are dispensed and packaged within four hours. The system of robotic dispensers can be completely refilled the next day within less than 1.5 hours. We are very happy with the results and the quality of the Willach solution."

Drs. L.G. Biesma, Pharmacist  
Drs. C.W. Verweij, Pharmacist

Oosterheem Service Pharmacy, Oosterheemplein 230, 2721 NC Zoetermeer, [www.apotheekooosterheem.nl](http://www.apotheekooosterheem.nl)



## The process:

After careful analysis, the whole process was designed to meet the customer's specific instructions. In this context it was important that 3 staff should be able to stock a maximum number of 4,000 packages, dispense a further 4,000 packages and process them as finished prescriptions in a normal working day.

**consis**  
robotic systems

## I. Stocking:



Each day the wholesaler delivers all the medicines to the main pharmacy, including the packages for the 3 other branches in Zoetermeer.



The new goods are delivered, presorted by the wholesaler, for CONSIS robots 1, 2 and 3, electronically recorded, and immediately stocked.



The separated storage in 3 CONSIS robot modules means that the whole day's delivery – an average of 4,000 packages – can be stocked by 3 staff simultaneously in less than 1.5 hours.

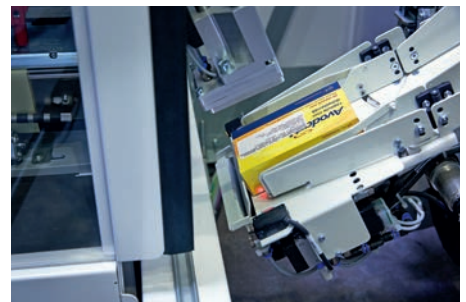
## II. Dispensing and labelling:



The prescriptions are entered at the counter in the front office or centrally in the back office. The repeat prescriptions are batch-processed after they have been entered and consecutively sent as dispensing orders to the CONSIS robots.



The picking head extracts the package from the CONSIS robot in seconds.



Then the package is labelled fully automatically by the CONSIS Labelmaster.



The labelled package is taken to the exit point ...



... continues by means of a conveyor belt (or alternatively a simple gravity chute) ...



... and is finally transported to the requesting dispensing point.



## Dispensing at the counter (walk-in customer prescriptions)



Prescription requests from customers waiting at the counter are always given priority so that their waiting times are kept to a minimum.



All the packages for a patient's prescription are ready to be dispensed within seconds.

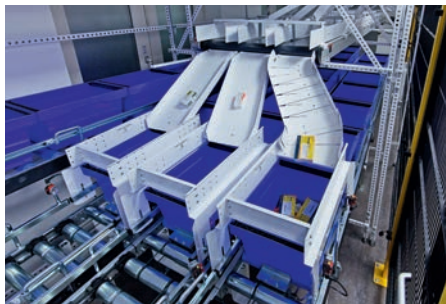


The prescriptions for walk-in customers are delivered to the two dispensing points in the front office, directly behind the sales counters.

## Dispensing in the back office by means of a roller conveyor system (prescriptions for collection)



The medicines for an individual repeat prescription are dispensed into a single plastic container.



The trick: up to 3 plastic containers can be filled from the 3 CONSIG robots simultaneously. This means that a large number of prescriptions can be processed in parallel in a short time.



The containers with the fully prepared prescriptions are gravity-fed to the workstations in the back office on a roller conveyor system with 3 parallel tracks.



The packages are checked and the whole prescription is put into a special transparent bag so that the labelled medicines can be identified at a glance.



The prepared and packaged repeat prescriptions are collected in containers.



In the afternoon, the total day's requirement of up to 4,000 packages (approx. 1,600 articles) for the main pharmacy as well as for delivery to the 3 satellite pharmacies is ready.

## Return system (empty containers)



Once the prescriptions have been processed, the empty plastic containers are returned on a separate roller conveyor track.



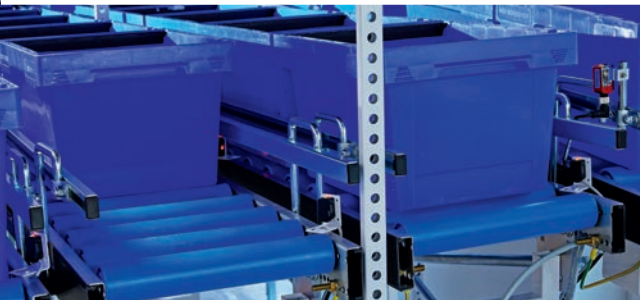
Sensors and light barriers recognise automatically when a new container is required and give a signal.



In response to that signal, a separate feeder mechanism delivers the returned empty containers to the CONSIG dispensing point where they're needed.



Overview of roller conveyor system



CONSIS Labelmaster



Workstations for processing repeat prescriptions for delivery

