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Pharmacy installs new automated prescription refill machine

NEW ORLEANS – The pharmacy at the Southeast Louisiana Veterans Health Care System in New Orleans recently received a new automated prescription refill machine, which is expected to help reduce wait times and increase convenience for Veterans.

The new machine will replace the current one that has been in service since before Hurricane Katrina, said Dr. Suzanne Taylor, who was the SLVHCS acting chief of pharmacy during installation.

“It should improve the efficiency as well as the accuracy of filling the prescriptions,” Taylor said. “The system can quickly read the barcode on the bottle and identify the correct medicine and dosage.”



This will also assist the pharmacy staff by centralizing the location where the prescriptions are filled, which reduced the need for space in the pharmacy and the time it takes to refill each prescription.

A new feature of the machine will allow the pharmacy staff to prioritize refills by Veterans who are waiting at the pharmacy for their medicine and those who plan to pick it up at a later time or have the refill mailed.

While the new system will not be stocked with all of the medicine the pharmacy has, it will contain 200 different medications, including the ones most commonly used by our Veterans.

Although the machine should increase the speed of the refill process, the staff remains committed to quality assurance for our Veterans so that they get the highest level of care they deserve.

Each prescription will be double checked by a pharmacy technician and a pharmacist to ensure the medication, quantity and patient information are correct.

Taylor said the pharmacy staff has received training on how to use the new fill machine and began using it in mid-April.

For more information about Southeast Louisiana Veterans Health Care System, visit <http://www.neworleans.va.gov>, go to Facebook at www.facebook.com/VANewOrleans or follow us on Twitter at www.twitter.com/vaneworleans.

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