



Merrill Pharmacy makes a smooth conversion to Computer-Rx[®] pharmacy management system and point-of-sale system (POS).

Challenge

An AmerisourceBergen[®] customer for nearly 25 years and a Good Neighbor Pharmacy[®] for four, Merrill turned to AmerisourceBergen for help when his pharmacy management system vendor was not providing the support he needed.

Solution

On AmerisourceBergen's recommendation, Merrill Pharmacy reviewed a number of Good Neighbor Pharmacy Select Vendors and chose to implement the Computer-Rx integrated pharmacy management/point-of-sale system.

Said Merrill, "There are moments before implementation where you wonder if you are really doing the right thing, but then you learn what the system can do for you." In fact, he felt so comfortable with the process and implementation support Computer-Rx provided, he went on vacation shortly after the conversion was made. "Computer-Rx was really wonderful to work with; when you call about an issue you get a live person, not a machine, and they resolve your issue right away."

Merrill Pharmacy



Opened for business in 1984, Marc Merrill has grown Merrill Pharmacy in Mishawaka, Indiana, into a thriving specialty pharmacy business with a robust vaccination program, the state's first full-time, on-staff nurse, prescription delivery, and disease management programs.

Result

"Where would you like me to begin?" replied staff pharmacist Marion Kuczanski when asked about the benefits of making the often-daunting switch of systems. Although it took substantial time and effort to make the leap, Kuczanski reinforced that the investment was more than worth it. "The paranoia is that somehow all your records will get messed up, but they don't. You'll have your process nuances as an independent store with unique needs, but the technical support is tremendous. I just can't vocalize how easy it is to solve the problems that pop up." In fact, Marion says Merrill is actually looking forward to taking advantage of all the new features of their system, including online billing and "one button" prescription prior authorizations for Medicare Part B, which has speeded up the billing process tremendously, during the busy flu vaccination season. "We're just really happy. Insurance challenges are easily resolved – in fact I would say we have saved money on billing and switch costs – enabling our staff to devote more time to patients."

AmerisourceBergen
1300 Morris Drive
Chesterbrook, PA 19087
877-892-1254


AmerisourceBergen[®]

The Best Medicine for Healthcare[™]