

'This matches up nicely'

PHARMACY continued from front page

the plastic bag containing the corresponding prescriptions lights up, making it easier for Pharmacy employees to find quickly.

The new system saves Pharmacy clerks from digging through rows of last names to locate prescriptions — no easy task in Grand Ronde where many people often share the same family name.

“We were dealing with pretty long lines in the lobby,” says acting Pharmacy Director Lincoln Wright. “Even though the system was alphabetized it took a while. Now we just go to the bag that blinks. This is the first pharmacy I have worked in that uses this system.”

The wireless RetrieveRx system is specifically designed to work with software at the Pharmacy and helps with customer service by allowing staff to answer price and pick-up questions directly from their work stations.

“This matches up nicely,” Wright says. “Most of the planning hap-

pened before my tenure here. ... Essentially they were looking for other options to improve patient experiences.”

The idea for customer service improvements came about shortly after Health Services Executive Director Kelly Rowe was approached by a Tribal Elder, who pointed out the lengthy lines to obtain medications from the Pharmacy.

“We spoke about how to improve our systems and how to best to meet patient needs,” Rowe says. “The new RetrieveRx program has supported our ability to decrease staff time searching for patient medications and shorten patient wait times.

“Having this new equipment is a great addition to our Pharmacy and has been well received by staff and patients. We are thankful for the opportunity to improve our services for the Tribal membership and community.”

So far, response from patients and staff alike has been “overwhelmingly positive.”

“It’s always an adjustment to fig-

ure out what to do if the bags don’t light up,” Wright says. “But so far when it stops we have been able to get it going in a few minutes.”

Sensors are positioned around the Pharmacy that emit infrared light signals that connect to the new system from several different access points. The hardware includes heavy-duty bags and handles, which remain closed on the rack and light up whether on the hanger or not, and also accounts for prescriptions that require refrigeration.

Pharmacy Technician Sarah Mode says that the system makes it easy to find patient prescription bags.

“Also, if there is more than one bag they all light up for one person’s prescription,” she says.

Pharmacy Secretary Isaiah Sherwood describes the RetrieveRx system as much more efficient.

“It is safer as well because bags are linked to the patient name, so it decreases the risk of the prescription going to the wrong person,” he

says. “Also, it makes things easier for our clerks and has cut the lines down by more than half.”

Sherwood says that Pharmacy clerks are typically novice employees and it is easier to learn the new system without becoming overwhelmed, which has positively affected training and stress levels.

“When customers walk up it is much less of a guessing game,” he says. “Before we would have to check multiple locations to find things.”

Another bonus? Less confusion for family members picking up prescriptions for another person.

“Sometimes they will have the information for two prescriptions, but there is actually more,” Wright says. “This system will show all of the meds and not just what they tell us, so they don’t have to come back later.”

RetrieveRx is made by QS/1, which specializes in pharmacy management systems in Spartanburg, S.C. ■

WIC visits Community Center monthly

Pregnant? Breastfeeding? Does your family include a child under the age of 5?

If so, you may qualify for the Women, Infants and Children program. With WIC, people can receive answers to nutritional questions and access fruits and vegetables, whole grains, eggs, milk, cheese, juice, cereal and more.

A WIC representative visits the Tribal Community Center on the third Tuesday of the month, which will be Feb. 20,

Walk-ins are welcome between 9 a.m. and 4 p.m.

For more information or to schedule an appointment, call 503-879-2034. ■

We Want To Hear From You!

That’s right, the Grand Ronde Health & Wellness Center Comment Box is located at the entrance of the Health & Wellness Center, next to the drinking fountain. Share your experience, good or bad with us! We look forward to hearing what you have to say.



Join us for a discussion with Chief McKnight on **February 21, 2018** from 2pm – 6pm, **9655 Grand Ronde Road** at the new police department. Lunch will be provided.

This will be an open topic discussion on how the police department can better serve the community of Grand Ronde.



CTGR TERO Announcement

Traffic Control Flagger Training Certification

When:

Thursday, March 8th, 2018

Where:

Employment Services Center in Training Rooms A & B

Time: 9 a.m. to 4:30 p.m.

Registration is limited to 30

No cost for enrolled Tribal members from federally recognized Tribes and \$75 for non-Tribal members

Register with the TERO office by calling 503-879-2188 or

Email - TERO@grandronde.org

