

# FIXING BAD HABITS: Using DeliveryTrack to get every delivery signature and track driver routes

## THE CHALLENGE

Knowing that delivery is such a big part of their business, Bates Pharmacy knew they needed a better solution. They needed the ability to track the documentation of signatures in the field and a more efficient way of performing deliveries in order to get costs down.

## THE SOLUTION

“We were looking at models and had even considered some kind of custom build through UPS,” said Bob Cordier, President and CEO of Bates Pharmacy. “That is about the time, and not too long after getting DocuTrack, that we were told about the initial work being done on DeliveryTrack.”

Shortly after learning about DeliveryTrack, Bates Pharmacy installed the program in their pharmacy. “My opinion is that it’s very good,” said Cordier. “We had a great trainer and we have a great customer service person in our account manager. She was very on top of what our needs were. She came in, listened to us and took the time through implementation to hold our hand.

“She was able to walk people through and do individual training when necessary. I thought the training and support were great.”

## RESULTS

Bates is pleased with the results they saw after installing DeliveryTrack. “First and foremost is signature capture,” Cordier said. “Because all deliveries require us to have a signature on every prescription in order to keep it paid for. That is probably the biggest. Now we don’t have to go back and dig through logs and manual paperwork if we are asked whether or not we delivered an item or an individual got a prescription from us.

“The second piece is driver tracking. It was amazing. DeliveryTrack identified all of the bad habits we were doing and laid them out in the open.

### About Bates Pharmacy

Bates Pharmacy uses DocuTrack, DeliveryTrack, the eRx Module, and QS/1 PrimeCare® to serve the LTC, Retail, and DME markets in Spokane, WA.

“We spent a lot of time in the confessional with our drivers once we first implemented the system when they had to tell us what bad habits they were doing in the past. But we are clearly out in the open now with what they can do and would not do any longer. To me, this was exactly what we needed.”

***“DeliveryTrack identified all of the bad habits we were doing and laid them out in the open...To me this was a no-brainer and absolutely what we needed.”***

### Staff Adaptation

Cordier’s staff adapted quickly to the new technology. “Obviously there was a lot of hesitation on their part,” Cordier said. “It was probably more hesitation on just using the handheld and the device functions. They had concerns such as the keys being small and ‘How am I going to do this?’ We just needed to take the time to walk them through it and show them that they really could do it.

“Our drivers are not the most technologically savvy group, but to me the key was finding one person within that group that could do it. We then used them as the model for the rest. There clearly was hesitation, but they got through it and are doing very well with the system.”

**Learn how DeliveryTrack can help your pharmacy.**

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