PHARMACY AUTOMATION
ULTRA HIGH SPEED, HIGH VOLUME

Central Filling
Mail Order/Digital Pharmacy
Pharmaceutical Wholesale
Hospital Pharmacy
Retail Pharmacy

robopharma®
Automation by
Capsa Healthcare

CAPSAHEALTHCARE

Welcome To RoboPharma®

The international leader for pharmacy automation technology and high-volume prescription fulfillment solutions

"During peak weeks we can fulfill over 250,000 prescriptions with over 650,000 items. That supports 750 community pharmacies nationwide."

Head of Operations
U.K. pharmacy chain

"With RoboPharma's central filling system we could save approximately 600 FTE over 235 pharmacies, or put another way, more than 2½ FTE per branch."

General Manager
Dutch pharmacy chain

**Simple & Reliable
Fast & Compact**

robopharma®

Automation by
Capsa Healthcare

RoboPharma develops custom pharmacy automation projects for unique global customers with ever-expanding applications. Each of our designs improves clinician-customer interaction, reduces stress on pharmacy staff, and minimizes operating costs while boosting fulfillment speed. We are experts at fully utilizing your available space by custom-designing the hardware, software and interfacing for each installation, and achieving maximum results.

Proud To Be Part Of An Innovator, Capsa Healthcare

RoboPharma is automation by Capsa Healthcare, a global leader delivering solutions in diverse care settings:

- Point-of-care computing
- Mobile nursing workstations
- Telehealth connectivity
- Medication management and controlled substance security
- Efficient supplies management for any procedure
- Prescription dispensing technology for all pharmacy businesses

Capsa Healthcare is headquartered in Columbus, Ohio, USA, while our RoboPharma operations are based in Waalwijk, NL. Explore the full Capsa Healthcare offering, starting with automation from RoboPharma, at www.CapsaHealthcare.com.

CAPSAHEALTHCARE

Scan for RoboPharma
Video Overview

We Are Central Filling

Our simplified approach for a complex industry

RoboPharma is the industry leader for central filling automation. We got there because we deliver effective automation, simply! We develop a comprehensive project plan that emphasizes speed and uptime, while maximizing every meter of your available space. Maximum efficiency, productivity, and accuracy. Those are the signature results of RoboPharma central filling engineering.

Benefit	Every RoboPharma Design Delivers
Speed	Unmatched by any other robotic processing system
Deep Savings	In labor, energy, and time
Exacting Precision	Assurance that every order is correct
Space Utilization	Every m² used efficiently in your available space
Customization Build	To suit your business plan, easily expandable in the future as your business grows

Cost Reduction

- FTE reduction/savings
- Stock reduction
- Smaller shop footprint for same dispensing volume

Quality Improvement

- <1 error in 1m scripts
- Uniform appearance of scripts
- Uniform appearance of labels

Manageability

- Better data from branch to HQ
- Management reports and tools for HQ
- Foundation for future initiatives

Customer Satisfaction

- Pharmacist has more time for consultations
- Receives notification, scripts ready, less waiting
- Possible 24/7 pick-up from RoboWall

1M+ *Every day RoboPharma systems fill more than 1 million complete orders worldwide*

Central Filling Model

robopharma®
Automation by Capsa Healthcare

Superior method to fulfill bulk medication orders, with proven ROI

RoboPharma's design philosophy of "less-is-more" has been proven to reduce downtime, mechanical failures, and bottlenecks. And efficient filling ultimately helps pharmacies maximize customer care.

However, our designs go far beyond just processing bulk orders quickly and economically. We work with you to either improve upon your existing flow, or we can completely modernize your business model to a hub-and-spoke environment. This is proven to be superior in every way to stand-alone classical pharmacy filling.

Efficient prescription collation guided by RoboPharma's operating system, which interfaces to the overall pharmacy system.
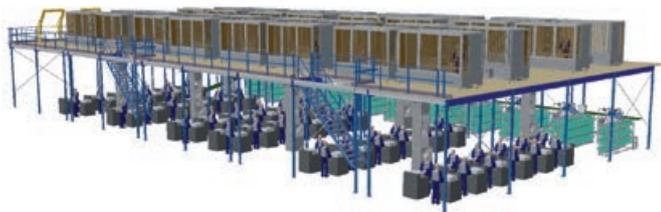
70% of total scripts (repeat orders) are managed by the central filling hub.

Split-second decision processing for fast and slow movers ensures every prescription is completed without error.

Why Our Central Filling Model Is Superior	Classical Pharmacy Model	RoboPharma Central Filling Model	RoboPharma Benefits
Stock Management	Each pharmacy has its own stock (100%). Inventory replenished by wholesaler(s).	A significant part of the inventory is managed by the Central Fill facility.	Considerably less stock at pharmacy locations; Space & time savings for stock management in stores.
Prescription Preparation	Pharmacies produce all scripts in the pharmacy using their inventory.	Pharmacies only produce emergency & walk-in scripts. Pharmacies send all repeat scripts (~70% of daily orders) to Central Fill.	Staff reduction in stores; Time saving in stores; Quality improvement (<1 error in 1 million scripts); Uniform appearance of scripts.
Medication Pick-Up	Patients collect prescriptions from their local pharmacy.	Processed scripts are sent from Central Fill to local pharmacies. Patients still collect prescriptions from their own pharmacy.	Improved customer satisfaction: Pharmacists have more time; Less waiting for pickup; Possible 24/7 pick up from RoboWall; Possible delivery with HomeDeliveries.

Analysis: Top 1,200 items account for 80% of all prescriptions

Process Design

Our engineers' and planners' inquisitive approach

Consumer demands and compliance regulations are always changing. That is why RoboPharma works directly with your team to create a customized pharmacy design that can evolve with a constantly shifting landscape – without needing to move facilities.

Our experts ask the right questions before creating a design. How can we best understand your business partners and your customers? What are the optimal ways customers want to receive their orders? What will give you the edge over your competition? What are your headaches and pain points?

Our approach works in every case. Our designs yield an enormous improvement in speed, error reduction, and labor needs. Our customers' initial investment can possibly be recouped in less than two years. And their staff members notice a dramatic improvement in working conditions and reduction of steps.

Benefits for your staff members, beyond ROI

An effective design has to be easy for the facility's staff to use daily. Because of the simplicity of RoboPharma systems and supporting software, our equipment is extremely user-friendly. Once installed, staff members report they felt well-trained, comfortable, and ready to get the most out of their system with just a few hours of training.

99.99% *Near-perfect accuracy – Less than 1 error in 1m prescriptions*

RoboPharma works with your team to create a design that can expand and evolve in today's constantly shifting landscape.

RoboPharma engineers and software developers concentrate on maximizing your available space – with a remarkable absence of wasted steps, time, and materials.

Once your automation is installed, RoboPharma will ensure your staff is familiar with how to maximize its potential. The end results? Staff appreciation and elevated patient care.

Dispensing Technology

RoboPharma Robots

Fast, compact medication picking without complex robotics

The heart of a RoboPharma central filling robotic system is our unique Channel Dispenser technology. Operation of this system is based on gravity and proven technology to move fast-moving medication packets without the noise, energy demand, and cost of upkeep that you typically find with complex robot picking.

Any RoboPharma design that includes high-speed dispensing robots starts with our ingenious method of storing and picking doses.

Replenishment is logical, fast, and uncomplicated. Technicians scan the medication's bar code, enter the quantity to load, and insert medication packets. RoboPharma software guides the replenishment and tracks inventory levels.

Our Medication Dispensing Channels are 1- to 5-wide to accommodate almost any medication package size. Each unit is compact, from 2 square meters, and can be swapped quickly for future adjustments.


In the highest volume systems space-saving storage is essential. RoboPharma's unique FastMover Channels are vertical to take advantage of deep stacking.

Channel dispensing benefits include low power usage, quiet operation, and no downtime. Full access to stock is available even in a power failure or scheduled maintenance.

15+ *Technical lifecycle of a channel system is 15+ years*

Also available: Automate the dispenser replenishment process with AutoFill, an advanced high-speed system to restock bulk medication packages.

Customized Projects Based On Proven Design

A high level view of a possible workflow within a RoboPharma custom designed central filling facility
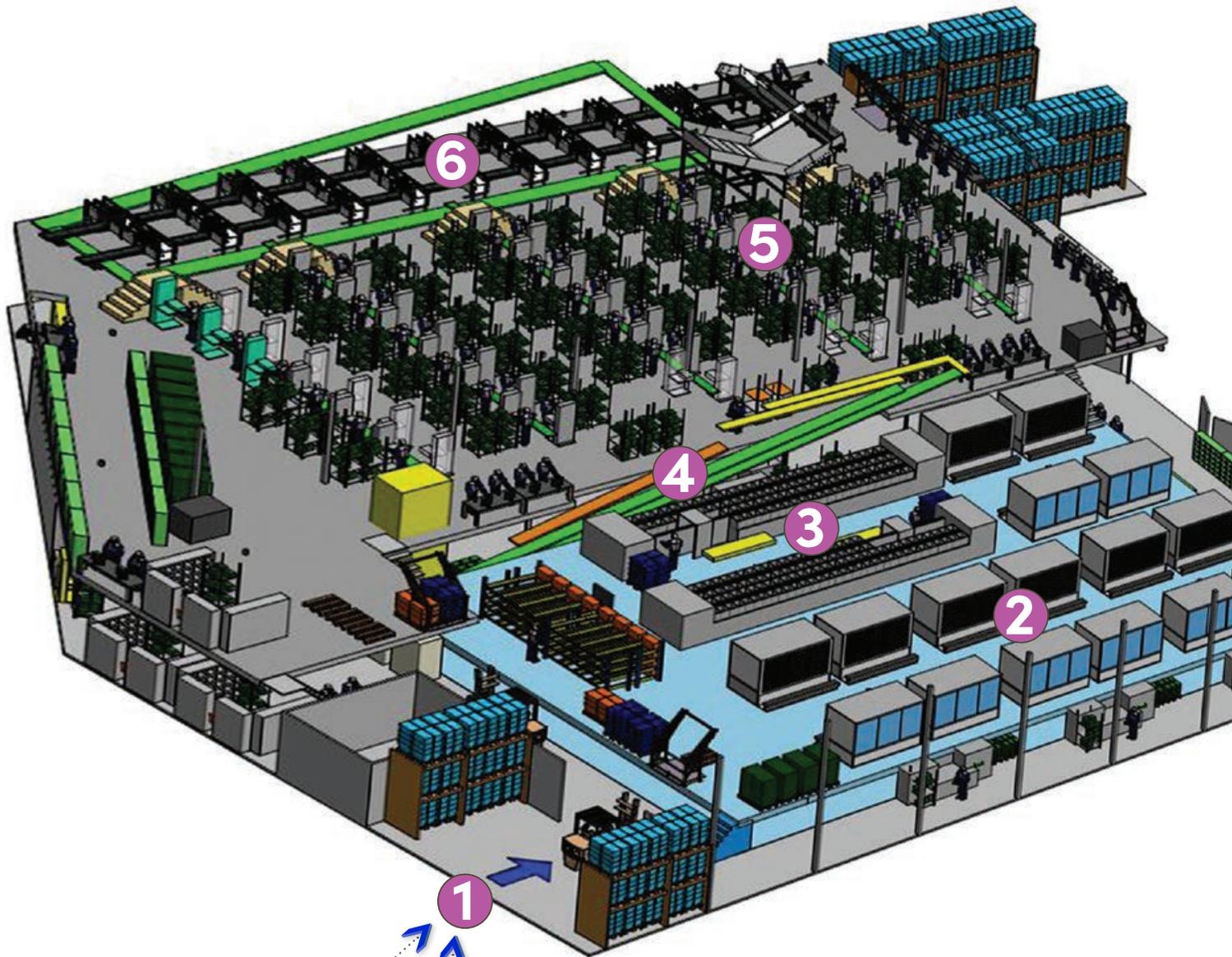
Spoke Pharmacy Or *Digital Pharmacy*

Example Shown

- 4 RobotCells (Stock Keeping)
- 2 SorterCells (Non-Stock Keeping)
- 48 RoboLabel Stations
- 10 Branch/Distribution Stations
- Capacity: approx. 100,000+ prescriptions/day

0 Prescription Arrival

Orders come to the 'hub' pharmacy, depending on the model.

Central filling model: Orders are received from 'spoke' retail pharmacies.

Digital pharmacy model: Orders are received directly from patients via a pharmacy website or app.

1 Stock Entering

Stock for the Stock Keeping systems is delivered and put into the Stock Keeping RobotCells (performed overnight or early morning). Totes with picked items for the Non-Stock Keeping systems enter the pharmacy for direct processing.

2 Stock Keeping

Dispensing RobotCells fill scripts that only contain 'Top 1,200 items'. With 'Top 1,200 items' approx. 70% of all scripts can be processed. Bulk medication is stored in the robotic dispensers. Every RobotCell can dispense 600-700 scripts/ hour with an average of 6 medication packs/script.

3 Non-Stock Keeping

SorterCells process scripts containing medications outside the 'Top 1,200 items'. Stock is delivered on-demand from the wholesaler and processed per 100 scripts. Every SorterCell can process 500-600 scripts/hour with an average of 6 packs/script.

4 Collation & Basket Loading

Sophisticated conveyer and software network unites all baskets with completely picked and sorted medications, and transports to the RoboLabel stations.

5 RoboLabel Stations

Filled prescriptions are scanned, checked, labeled, bagged and sealed. RoboPharma software checks each pack against the script and prints and applies the label to each medication pack. When all items are present and verified, a final bag label is produced. Each RoboLabel station operator (production worker) averages 100 complete scripts/hour with an average of 6 packs/script.
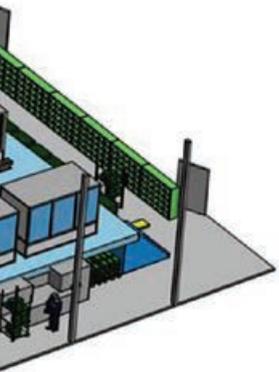
6 Branch/Distribution Sorting

Completed, labeled orders are collated and sorted for transport.

Central filling model: Orders are scanned and grouped for delivery to the corresponding spoke pharmacy.

Digital pharmacy model: Orders are shipped directly to the patient's residence.

Mail Order Pharmacy

Digital Pharmacy's Growing Popularity

Pharmacies and regulations across the globe are rapidly evolving to embrace a digital pharmacy model, where prescription orders can come directly from the patient or a dedicated website. A RoboPharma mail order/digital pharmacy is an end-to-end process similar to our central fulfillment pharmacy model with two process exceptions:

1. Patient prescription orders are received from a public web platform or app and not from a network of retail pharmacies;

2. Once prescriptions are completed by the central filling site, those orders are shipped back to the patient at home or a preferred location, not back to the community pharmacy.

Everything else is handled flawlessly by a RoboPharma center. Your custom build-out would be steered by our software that controls ordering, receiving, processing, validating, dispensing, checking, labeling, sorting, user identification, track-and-trace of all steps, and reporting functions. Our software orchestrates the many interwoven hardware components and communication steps. We take care of the complexities, while your customers just see their medications delivered in the method they prefer.
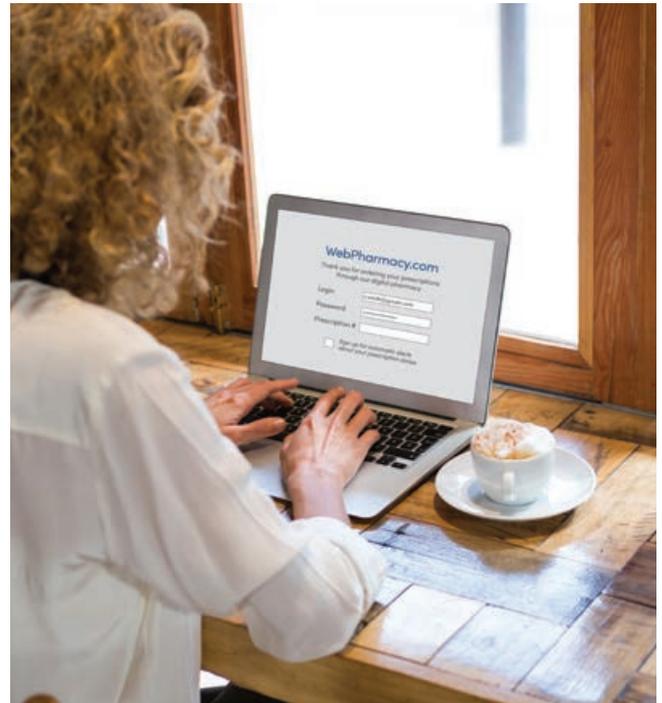
Every year, more regions worldwide are adopting a digital pharmacy business model where prescription orders can come directly from the patient or a dedicated website.

Ready For Digital Pharmacy?

Your RoboPharma consultant will help you navigate your local regulations. We are, after all, the global expert in pharmacy filling.
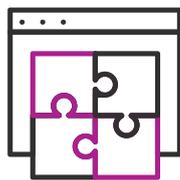
600 *Every single RoboPharma cell can process up to 600 complete prescriptions per hour*

Standard, existing components

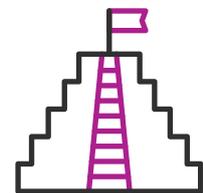High reliability, flexible, stable, proven lifetime

Modular system

Equipment as well as software

Easy to adapt to other numbers and data

Add extra modules, adapt the set-up, open new sites

Ready for the future

Scale up, evolve with your business, without needing to knock down walls or move facilities

Hospital Pharmacy Order Processing

Patient Level or Ward Level Dispensing

Patient Prescription Order → Pharmacy processes **individual scripts** → **Dispensing** — Robotic dispensing and transport → Medications drop at requested **drop point** →

→ Medications drop at requested **counter** →

Same dispensing unit used

Ward Pharmacy Replenishment Order → Pharmacy processes **bulk pick** for ward → Robotic dispensing and transport → Medications drop into tote for ward →

RoboPharma WardBox Filling

Hospital Pharmacy

Patient-Specific or Non-Patient-Specific Models

RoboPharma is your partner for automating your hospital pharmacy's filling for either patient-specific or non-patient-specific settings. Either way, RoboPharma will design the custom solution to manage every step of the process.
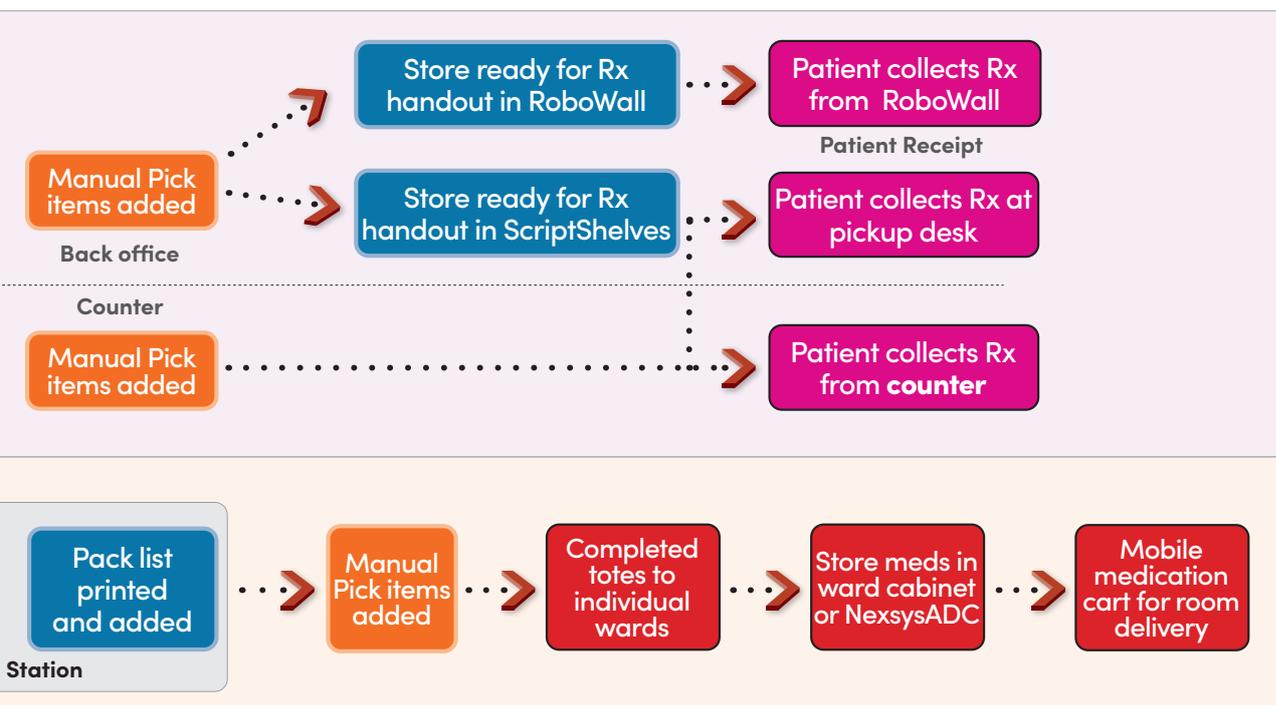
RoboPharma custom-designs automation to manage inventory, medication picking, transport to the ward or outpatient pharmacy, and patient pickup. A RoboPharma site can handle thousands of patient orders daily and dramatically speed up prescription and ward filling while decreasing errors and everyday headaches.

RoboPharma's operating system steers the network of high-speed dispensing robots and integrated tote conveyors so there is no holdup or backup to each hospital ward's mini-pharmacy.

Hospitals operating an outpatient pharmacy can automate the storage, dispensing, will-call, and patient pickup or delivery.

Back office

Manual Pick items added → Store ready for Rx handout in RoboWall → Patient collects Rx from RoboWall

Patient Receipt

Manual Pick items added → Store ready for Rx handout in ScriptShelves → Patient collects Rx at pickup desk

Counter

Manual Pick items added → Patient collects Rx from **counter**

Station

Pack list printed and added → Manual Pick items added → Completed totes to individual wards → Store meds in ward cabinet or NexsysADC → Mobile medication cart for room delivery

24/7 AF...

...ALS

Retail Pharmacy

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Dispensing To Pickup To Delivery

RoboPharma has developed a full suite of automated systems to help your retail pharmacies improve workflow and profitability. For large multiples and busy independent pharmacies alike, RoboPharma technologies can be deployed throughout the pharmacy as a complete system, or singular solutions.

Whether RoboPharma redesigns your pharmacy's entire workflow or just addresses one area, we will deliver:

- Increased storage capacity
- Faster prescription dispensing
- Reduction of errors
- Upgraded customer experience and staff satisfaction
- Competitive advantage in your local region

Individual Products or Full Automation?

RoboPharma offers so many ways to gain efficiencies through technology. Our consultants combine business knowledge, technical acuity, appreciation for aesthetics, and human interaction factors to build the right solution for chains and single locations alike. It all starts with a consultation and complete assessment of your business goals.

Automate More Of Your Pharmacy
➜ Full dispensing robotics
➜ Order transport conveyors
➜ Automated will-call
➜ 24/7 patient order pickup
➜ Home delivery

25% RoboPharma systems improve efficiencies by 25% in retail pharmacies

Best-Selling Retail Technologies

*High-capacity **dispensing robots** that handle 90% of your stock, and deliver full prescriptions in <10 seconds.*

***RoboWall** 24/7 patient pickup kiosk -- touch-free, convenient, fast.*

***ScriptShelves** will-call system – maximize available pharmacy space, efficiently label and store hundreds of filled orders.*

***HomeDeliveries** user-friendly hand-held system interfaces with **ScriptShelves** to efficiently plan and track your driver's route.*

Expert Utilization Of Existing Floorspace & Staff Interaction

In this outpatient pharmacy example, RoboPharma designed a sophisticated interplay of software, automated dispensing, and personnel movement. Without knocking down walls for major remodel, our engineers' clever use of space maximized this area of only a few square meters.

1. RP30 Dispensing Robot
2. Slow-Mover Door
3. Blister Dispensing Unit
4. Elevators & Conveyors Transport
5. AutoFill Module
6. Drop Points
7. RoboLabel Workstation
8. Wardbox Filling System & Conveyors
9. ScriptShelves
10. RoboWall

Transforming Space and Business

There is never **ONE** best solution for every situation. There's only **YOUR** best solution. Capsa's RoboPharma team understands that better than anyone. It's one of the reasons why RoboPharma is the fastest growing global brand for high volume and high speed automation.

Save Labor, Time, Steps

Our engineers are experts at simplifying complex problems and studying staff movement and interaction. At every step, we identify opportunities for reduction in labor, time, and steps. We also maximize every square meter of your facility.

Your Regional Market

Every global area has its own pharmacy business models, traditions, and regulatory agencies. Our consulting methods are based on thoroughly understanding your business.

- Local Pharmacy Dispensing Regulations
- Tax and Financing
- Customer Preferences
- Infrastructure and Materials Management
- Space Planning
- Software Interfacing
- Controlled Medication Security

Ready To Start Your New Pharmacy Project?

Bring us your challenge. Your RoboPharma consultant will deliver the solution. We are, after all, the global expert in pharmacy filling.

Warranty, Service & Support

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Automation by Capsa Healthcare

Superior Products, Design & Service. RoboPharma provides a comprehensive service program focused on rapid resolution to keep your automation operational and your staff supported.

- Expert direct phone support available during normal business hours
- Remote technical support
- International team of Field Support Technicians
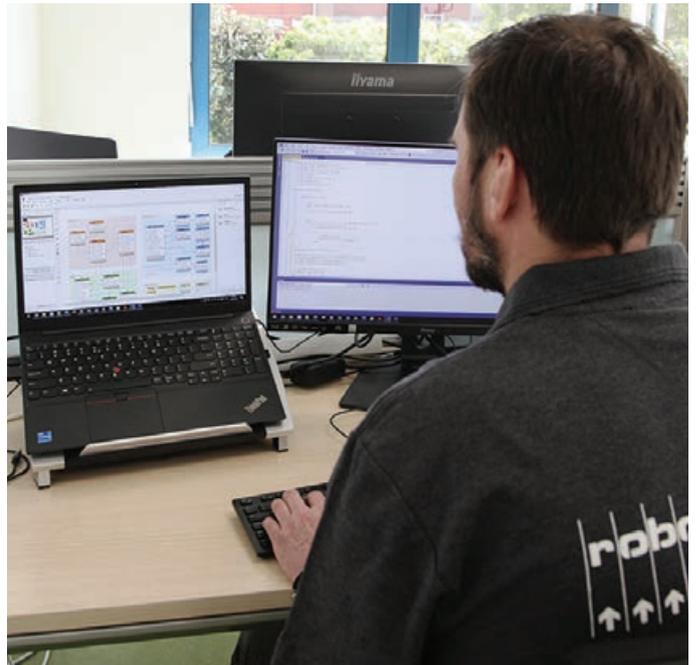- On-site technical service and support available

Contact your RoboPharma Representative for detailed information about warranty and service programs.

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PHARMACY AUTOMATION

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↑ **RoboPharma** pharmacy automation by **Capsa Healthcare**

Certified ISO27001:2013

Certified ISO9001:2015

Specifications, availability and components are subject to change without notice.