



About J&D Pharmacy

www.jdpharmacy.com

Headquarters: Warsaw, MO

Serving customers since 1979, J & D Pharmacy is more than just a prescription fulfillment center. J & D pharmacy is an early adopter of pharmacy technology to improve the customer experience. J & D Pharmacy strives for excellence in its products, services and customer satisfaction.



[CRx printer](#) strategically in between two technician stations in order to achieve maximum efficiency.

Therapy for Workflow Efficiencies

Challenge

J & D Pharmacy has been in business for more than 30 years. As an independently owned pharmacy, J & D Pharmacy owner Don Grove understands the pressure to provide superior customer service, added value and combat increasing competition. Fortunately Mr. Grove is a technology adopter, not afraid to try anything that will improve business and customer satisfaction overall.

Scenario

When J & D Pharmacy set out to replace its Pharmacy Management software they were also looking for ways to improve workflow in the pharmacy operation. J & D Pharmacy chose Computer-Rx because it was the most user friendly Windows-based software system and because they offered excellent support.

This level of support went beyond technical support. Computer-Rx recommended that J & D Pharmacy replace its Lexmark laser printers with the CognitiveTPG CRx thermal printer for printing the prescription labels. It was not difficult to convince Mr. Grove that the CRx thermal label printer was the best solution for his operation.

Solution

“When you are printing over 10,000 prescription labels a month it is important to optimize the workflow to save time. We saw the CRx printer as a perfect fit for a stand alone solution in our pharmacy operation,” said Jennifer Jelinek, Director of Pharmacy Operations at J & D Pharmacy.

While workflow is important, the driving force behind making this technology upgrade was the cost savings both in terms of the cost of the labels and the cost from the downtime.

“We found that the printers paid for themselves within a month and the technicians were spending more time filling prescriptions than fixing a laser printer jam,” said Don Grove, J & D Pharmacy owner.

Roughly a third of the size of a laser printer, the CRx printer can fit most any place within the pharmacy workflow. J & D Pharmacy continues to reconfigure their work space so that the fulfillment process is optimized. J & D Pharmacy currently has CRx label printers for both its long-term care and retail care.



About Computer-Rx

www.winrx.net

HQ: Oklahoma City, OK
Year Founded: 1982
Employees: 60

Computer-Rx was founded by pharmacists for pharmacists in 1982 with the vision of providing simple, user-friendly solutions to give independent pharmacies a competitive edge. Today more than 1600 pharmacies use the Windows-based WinRx pharmacy management system to help their business thrive.



Healthcare Product Solutions
for Hospitals, Clinics, Laboratories, and Pharmacies

According to Jelinek, they use the CRx printer in retail care to print the prescription label from the pharmacy management system direct at the point of labeling to the prescription vial. In the long-term care application, the CRx printer prints a label to be attached to a reorder pack.

Based in Oklahoma City, Computer-Rx has been recommending the CognitiveTPG CRx printer to its customers for over two years. Scott Meadows, Director of Sales for Computer-Rx said “The option of thermal label printing can increase workflow efficiency and greatly reduce expensive toner costs,” says Scott. “The rugged construction of the CognitiveTPG CRx thermal printer makes it the only thermal printer supported by Computer-Rx.” Computer-Rx offers a wide range of solutions for the entire pharmacy including electronic verification, document imaging, barcode scanning, workflow tools, inventory management, long term care, internet based refill, text message and email notifications.

Testimonials

“...the reliability and proven cost savings that the CognitiveTPG CRx thermal printer has displayed consistently over the past two years makes it something every pharmacy should strongly consider” said **Scott Meadows, Director of Sales for Computer-Rx.**

About CognitiveTPG

CognitiveTPG is a leading provider of on-demand barcode and transaction printers to the retail, healthcare, manufacturing, service, and financial sectors worldwide. For over 35 years, CognitiveTPG has provided its customers with compact, economical and ultra-reliable printing solutions that have significant returns on investment.