

Adding Security and Communication to a Drive-Thru Pharmacy



THE SCENARIO

Owners of a pharmacy wanted to add two drive-thru lanes to better serve customers when picking up their prescriptions. Along with better service, the two-lane addition would also help protect both pharmacists and customers by allowing pharmacy staff to stay behind a solid glass germ barrier while customers remained in their vehicles.

Like most pharmacies, prescriptions and other medications would be delivered through pneumatic tubes. To ensure all medications were provided to the correct recipients, the pharmacist needed a way to conduct a proper ID check and complete a face-to-face consultation with each person before dispensing medication.

The drive-thru would be monitored by one pharmacist during non-peak hours, but a second pharmacist would work during the peak traffic times. Each pharmacist needed access to an interior station that could provide communication privacy for the customer and video privacy for the pharmacists. Both stations needed to offer a method for staff and customers to see and speak with each other at any time.

Pharmacists could clearly see and speak with customers in the drive-thru while staying safe behind a glass germ barrier.

THE SOLUTION

After adding the lanes, an IP video intercom with two-way video was installed. Staff could stay protected from germs while helping customers using the drive-thru service.

Each drive-thru station had a large touchscreen and HD camera, which allowed pharmacists to make sure meds were distributed properly by verifying IDs and speaking face-to-face with customers.

To have better service during peak times, the owners opted for two interior stations with a handset and camera shutter. The handset ensured customer privacy inside the pharmacy and the shutter blocked video from being displayed to the customer. The pharmacy met all requirements with the new system and tripled the number of customers they could serve in a single day.



Drive-Thru Lanes



The rugged touchscreen stations guaranteed reliability and longevity with everyday use in the high-traffic lanes.



Two-way video and t-coil technologies made the drive-thru lanes more accessible for customers who were deaf or hard of hearing.

Pharmacy Interior



THE BENEFITS

- Pharmacists stayed behind a germ barrier while two-way video allowed them to see and speak with customers
- HD camera provided identifying view so IDs could be verified before dispensing medication
- Camera shutter on inside stations prevented video from being displayed to customers outside until needed
- Handset ensured customer privacy inside the pharmacy with hands-free communication as an option
- As cars approached, pharmacy staff could communicate with either lane as required
- The new drive-thru system tripled the number of customers that could be served on a given day

System Configuration Example

