

Pharmacy Point-of-Sale



United States

Efficient and Accurate Prescription Processing

A leading drug store chain with over 4,500 stores in the United States is using fingerprint biometrics within their pharmacies as well as at their point-of-sale (POS) terminals. Pharmacists and pharmacy technicians use HID DigitalPersona® fingerprint readers to sign onto the system and throughout the workflow process when filling prescriptions. This ensures the highest degree of accountability and accuracy for its customers. Since the solution enjoyed success in their pharmacies, the drug store chain expanded their use of fingerprint biometrics to all POS terminals. The use of fingerprint biometrics ensures proof of presence, which increases accountability and reduces fraud. Additionally, since biometrics allows employees to efficiently log onto the POS terminal, they are able to assist customers more quickly.

NEEDS

- An alternative to burdensome passwords when filling prescriptions.
- Reliable, secure technology to improve workflow.
- A solution to reduce fraud at the point-of-sale.

HID® PRODUCTS

- POS system enabled with HID DigitalPersona

THE CHALLENGE: INCREASE PRODUCTIVITY

Prior to integrating biometrics, pharmacy personnel used passwords to log onto their dispensing system. Passwords were also required throughout the prescription fulfillment process. However, passwords could be shared, so it was difficult to track who processed a specific prescription

Additionally, remembering a password was a burden for employees, and the need to continuously type passwords throughout the workflow process hindered productivity and reduced efficiency

THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

Initially, the drug store chain sought a solution to increase security and accountability within their pharmacies. They selected the DigitalPersona fingerprint solution because it eliminates the need for pharmacists to remember and type passwords. Since biometrics cannot be shared, this solution provides a level of personal accountability that is crucial when filling prescriptions.

After success in their pharmacies, over 15,000 biometrically-enabled POS terminals were installed to extend the benefits of biometrics throughout each store. Now an employee uses his or her finger to log onto the POS terminal and managers use fingerprint biometrics to approve overrides.

BENEFITS**Improved Workflow**

Prescriptions are filled more quickly because fingerprint biometrics eliminates the need to type passwords throughout the workflow process.

Better Customer Service

Customers enjoy faster service because employees no longer have to remember and key in passwords to access POS terminals.

Reduced Fraud

Fingerprint credentials cannot be shared so managers must be present to process an override or discount.

THE RESULTS: SECURE, EFFICIENT CUSTOMER SERVICE

The HID biometric solution allows for greater speed, accuracy and security to better serve customers and prevent fraud. What started in the pharmacy is now providing benefits for both employees and customers throughout each store.

Every task within the pharmacy prescription fulfillment process is authenticated with a fingerprint. Without cumbersome passwords, pharmacists are able to fill prescriptions faster, which means better customer service and shorter lines.

At the POS terminal, the use of manager fingerprints to approve overrides or discounts means reduced fraud and less shrinkage.

The expanded use of biometrics from the pharmacy to the POS has provided a positive outcome for both employees and management. As employees enjoy a streamlined workflow process, management benefits from clear accountability in each transaction.



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