

SUCCESS STORY GOOD SAMARITAN CLINIC

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Need

For nearly 30 years, Good Samaritan Clinic in Morganton, NC has served patients as a free and charitable clinic. For pharmacy manager Jennifer Hopson, PharmD, that means that every dollar directly impacts patient care. So saving money (and saving time) with the right pharmacy management system has always been essential.

Solution

The team initially chose BestRx to reduce software costs and reinvest the savings back into community programs. But what stood out immediately was the increased functionality. *"There were things BestRx could offer us that we never had the opportunity to try before,"* Jennifer shares. From integrated text messaging and robust reporting tools to delivery management and a built-in POS system, BestRx made daily operations easier and more efficient. And when questions came up, Jennifer knew she could count on BestRx's responsive, US-based customer support—always ready with answers when she needed them. *"The support I get from BestRx is excellent,"* she adds.

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*I was so nervous and apprehensive about the idea of changing [software systems]...but it went better than I thought it would. **I would recommend looking into [switching].** There are probably 10 or 15 more things we could do with BestRx that we haven't even discovered yet.*



Jennifer Hopson

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Key Outcomes

- ✓ Increased software savings
- ✓ Higher medication pickup rates thanks to automated text messaging
- ✓ Hours saved on grant reporting with faster, more accurate tools
- ✓ Improved delivery tracking and payment transparency with POS integration

What can BestRx
do for your pharmacy?



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