



# A Customer Success Story

Larroque Pharmacy



**Gabrielle Roussel**  
Pharmacist-In-Charge

**LARROQUE  
PHARMACY**  
Established 1924



## About Larroque Pharmacy

Celebrating its 100-year legacy in 2024, Larroque Pharmacy is an iconic mainstay and health hub for the small town of Jeanerette, Louisiana. After four generations caring for the community, patients have come to trust Larroque Pharmacy wholeheartedly, knowing them for excellence and personalized care.

## The Challenge: Manual Workflow

Facing the imminent sunset of their previous software system, Gabrielle knew that Larroque needed a new system to sustain pharmacy operations. With their previous system Larroque Pharmacy faced:

- Difficulty managing inventory and unclaimed prescriptions
- Time-consuming manual logs for insurance audits
- Lack of streamlined operations impacting staff satisfaction

***“Technology changes so quickly, we needed to change ourselves.”***

## The Solution: PioneerRx

Although staff were initially hesitant to learn a new system, the allure of improved efficiency and accuracy necessitated the change. Recommended by Louisiana Wholesale Drug Co., PioneerRx came with enhancements that were crucial for modernizing workflow.

- **Automated Inventory Management:** Daily inventory updates ensure accurate stock levels, allowing for swift and precise medication dispensing.
- **Audit Efficiency:** Electronic signature tracking replaces cumbersome paper logs and ensures quickly referenceable histories.
- **Customizable Workflow:** Adaptable solutions and layouts fit the pharmacy’s specific needs and boosted operational efficiency.

***“We were able to pick and choose what features of PioneerRx we wanted to add to our workflow.”***

## Seamless Transition

Despite initial conversion concerns, Gabrielle found the onboarding process smooth, supported by PioneerRx’s knowledgeable on-site installation team. The seamless transition was further facilitated by PioneerRx’s customer support.

***“That week was great, and we didn’t want them to leave. We enjoyed having them around because they were so helpful.”***

## Impact on Business

Gabrielle and the entire team at Larroque Pharmacy saw significant improvements in workflow and overall employee efficiency since adopting PioneerRx. They can now easily inform customers about their prescription status and enhance the accuracy of prescription fulfillment. The built-in Point-of-Sale system has helped to retain high standards of patient safety and quality.

## Conclusion

Larroque Pharmacy’s transition to PioneerRx showcases how a historically rich independent pharmacy can embrace modern technology while retaining its core values. As Larroque continues to move into the future, it stands side-by-side with PioneerRx as a testament to resilience, adaptation, and the relentless pursuit of excellence in patient care.

## Want to See for Yourself?



Scan to schedule a demo and see how PioneerRx can help make a healthier tomorrow for your pharmacy and community.