



WDSrx and the Case of the Problem-Plagued Pharmacist



INTRODUCTION

With more than 67,000 pharmacies in the United States, pharmacists serve patients in every corner of the country. Independent pharmacies are small businesses where keeping inventory can become challenging for pharmacists working with a small team.

Recently the Pharmaceutical Reverse Logistics department at WDSrx received a call from a pharmacist with a problem that required urgent attention.

PROBLEM

The anxious caller contacted WDSrx with a problem: the pharmacy was moving out of state and a large quantity of pharmaceutical drug products remained in the building. The location was closing in a few days.

Was there any way to properly remove the product in such a short amount of time?

SOLUTION

The morning after receiving the call, WDSrx dispatched an experienced Reverse Logistics team member who met the pharmacist at the retail store. The pharmacist did not keep accurate records of products at his location and the items in question were stored haphazardly across an entire floor of the building.

The WDSrx technician immediately began to evaluate the situation. Once it was determined there was no possibility for exposure to dangerous substances, the detailed analysis began. Each item was logged and counted to create a comprehensive inventory. Every product was then classified as either prescription, over-the-counter, hazardous, non-hazardous or controlled substance.

When the detailed record-keeping protocol was completed, arrangements were made that afternoon with the WDSrx transportation management department to secure transportation to the pharmacy location as soon as possible. The trucks arrived early the following morning. The WDSrx work team carefully prepared the products for transport and transferred the shipment into the vehicles. Everything was transported directly to WDSrx for processing.

After the intake procedure at WDSrx which included confirming the information on the inventory sheets created the previous day, the Reverse Logistics team divided the products that were eligible for return from those requiring Regulatory Compliant Product Disposition. Where possible, additional steps were taken to assure credit from authorized returns was properly applied to the pharmacy wholesaler's account.

RESULTS

The pharmacist with nowhere to turn went from desperation to appreciation in two (2) days. The culture at WDSrx finds solutions and removes barriers that increase efficiency within the pharmaceutical supply chain. The pharmacist successfully relocated his business, the original location was closed according to the lease terms and credit earned by WDSrx from returned pharmaceutical drug products was deposited into the pharmacy account within ten (10) business days from receipt.

EXPERTISE

This project utilized specialized WDSrx 3PL pharmaceutical logistics services:

Reverse Logistics — Reverse Logistics involves receiving drug products that cannot be used and returning them to the manufacturer. Extreme accuracy and precise record-keeping are of vital importance as pharmaceutical drug products are received, sorted, packaged and returned to their point of origin. Where possible, additional steps are required to assure credit is provided and properly applied to client accounts.

Regulatory Compliant Product Disposition — Regulatory Compliant Product Disposition is a specialized, highly regulated service ensuring that prescription medications are destroyed according to strict guidelines.

WDSrx is licensed by the State of Florida Department of Business and Professional Regulation and the U.S. Drug Enforcement Agency (DEA) for this purpose. These procedures are designed to minimize environmental impact and to make sure that potentially dangerous drugs cannot re-enter the marketplace.

Transportation Management — Operating in the largest pharmaceutical marketplace in the world, WDSrx manages transportation requirements by road, by sea, by rail and by air for products originating domestically and internationally as they make their way along the supply chain through WDSrx 3PL pharmaceutical distribution facilities and on to their final destinations.

Experienced customs brokers authorized by WDSrx meet international shipments on the dock or at the airport to minimize delay and streamline the delivery of valuable pharmaceuticals from point of entry to WDSrx. To facilitate client transportation needs around the world, WDSrx is licensed by the Federal Drug Enforcement Agency as an Importer authorizing permitting of international shipments of Controlled Substances (Schedules CII-CV) into the United States.

WDSrx is an independent pharmaceutical 3PL enabling our transportation management department to search among several preferred freight transportation companies and present the best solution to clients considering safety, efficiency and cost. Our significant shipping volume with carriers qualifies us for significant discounts and upgrades that benefit clients.

Please contact Larry Hotz at lhotz@wdsrx.com or (561) 998-3885 for further information about WDSrx solutions for Reverse Logistics, Regulatory Compliant Product Disposition and Transportation Management.