



A COMMUNITY RESPONDS: YES, WE CAN.

And they made **100,000+**
home medication deliveries.

Innovation is nothing new to the Harris Health Pharmacy Department. In 2017, they introduced robotic prescription-filling machines to improve speed and accuracy. At the same time, knowing how vital it is for patients to take their medications as prescribed, the department launched a free home delivery service, making, on average, 2,000 medication deliveries a month.

The sudden outbreak of COVID-19 prompted the team to expand the program. How else could we expect our patients to keep up with medications while advising them to stay home?

The entire department worked weekends and overtime, cross-training our teams to fine-tune the process, which includes the use of disposable coolers to ensure that refrigerated medications arrive in good condition.

In a matter of weeks, the team was making more than 100,000 home medication deliveries a month, with a return rate of less than 1%. As part of their continuing efforts to improve the successful program, they have partnered with the U.S. Postal Service to streamline the operation.

**Better public health is a never-ending goal to this group of unsung heroes.
We're proud to sing their praises.**

HARRISHEALTH SYSTEM



harrishealth.org