

Customer Bulletin

COVID-19 Update for Pharmacy Automation Customers

At Swisslog Healthcare, we are closely monitoring the impact of coronavirus (COVID-19), focusing first and foremost on ensuring the health and safety of our customers and our team members.

We understand your pharmacy automation systems are supporting the increased patient load experienced by your organizations. To ensure system availability, our Customer Care team is continuing standard preventative maintenance activities and, as always, we are standing by should you need any assistance.

Consumable Purchasing Guidance

As the situation progresses, we've noticed an increased purchasing volume for our pharmacy automation consumable products, including packaging and labeling materials. When individual customers begin to bulk buy quantities that far exceed their typical orders, it can put strain on the supply chain – putting other hospitals at potential risk of not having enough consumables on hand to maintain their standard operations.

We are still receiving regular shipments from our consumable vendor partners to support fulfillment of typical order volumes. **To ensure that these items are available for all the facilities that need them, we strongly urge you to maintain your normal purchasing patterns.**

We also request that during this time, you place your orders through our Order Entry team, instead of on the ordering website. This will allow us to monitor incoming demand in real-time and ensure product availability. These orders can be placed by calling 800.396.9666 option 3 or emailing orderentry@swisslog.com.

If we continue to receive orders for excessive volumes of these items, we may partially fill these orders in an effort to support all of our hospital partners. You will receive a notification from us if this impacts you directly.

More Information

For additional questions or concerns about purchasing pharmacy automation consumables during this time, please contact Meaghan McIntyre, Director of Inside Sales and Customer Service, at meaghan.mcintyre@swisslog.com.

We appreciate your understanding and thank you for trusting Swisslog Healthcare to support the medication management process at your hospital.