



## Case Study, Pharmacy Jean Coutu Nathalie Lemonde

**How can the checking of pill dispensers be delegated without a Certified technician?**

### Pharmacy Profile

**Location:** Beloeil, Quebec

**Patients using pill organizers:** 210 (2024) and 230 (2025)

**Previous method:** Manual checks performed by pharmacists

### Problem statement

#### Context

Before the installation of I-Vision, the verification of pill organizers relied entirely on two pharmacists. The process was manual, slow, and rigid, involving paper-based incident reporting, physical seals, and little to no flexibility in the event of unforeseen issues. The verification workflow was neither delegable nor optimized, which weighed on the team's overall efficiency.

At that time, the pharmacy served 210 patients using pill organizers—a growing volume that was difficult to absorb without generating stress, delays, and a heavy mental burden for the verifying pharmacists. The annual cost of this verification was estimated at over \$100,000, solely in pharmacist time. On top of that came the inability to plan for absences and a dependency on pharmacists, who were difficult to recruit on a permanent basis in the region.

#### Why the I-Vision?

At a 2024 conference, the owner-pharmacist discovered I-Vision. Ms. Lemonde was quickly impressed by I-Vision's speed of execution and wondered if it was "too good to be true." After a live demonstration in the mobile lab and a visit to another pharmacist already using the system, her doubts vanished: I-Vision would save verification time without DVCC and restore control over the pill organizer workflow.

The reasoning was clear: neither hiring replacement pharmacists nor outsourcing to a prescription preparation center were viable options, whether financially or logistically. I-Vision emerged as the only solution that was cost-effective, sustainable, and quick to implement. Two months later, the pharmacy proceeded with the installation of the I-Vision system. After an eight-week adjustment period, the team reached the targeted work pace with I-Vision.

## Observed benefit

### **Reduced Mental Workload for Pharmacists**

Before I-Vision, verification required two full-time pharmacists, creating constant overload and limiting their ability to take on other tasks. Today, the machine handles a large part of the work, allowing pharmacists to refocus on clinical activities, patient follow-ups, training, and the development of new services. Scheduling flexibility has greatly improved, and the staff is more at ease—even during peak periods.

If the pill organizer specialist is absent during assembly, the team can carry on without issue. Training a student on the V-Assyst (assembly station) takes just 30 minutes, enabling the team to stay on schedule and avoid production delays.

### **Task Delegation and Team Empowerment**

I-Vision has made the verification process safer for the entire team. This is why the pharmacy decided to implement DVCC in 2025, one year after acquiring the system. Delegation to technicians is simple when the machine ensures a secure and rigorous protocol. Soon, technicians will handle 50% of the verification, freeing up even more pharmacist time. In addition, the system has standardized verification methods and improved overall coordination. Everyone now recognizes the importance of the verification station, which strengthens team accountability and reduces reliance on overtime.

### **Enhanced Safety and Significant Error Reduction**

Since implementation, errors have dropped significantly. The owner estimates a nearly 75% reduction in verification errors. This decrease has a direct impact on dispensing quality, the team's peace of mind, and staff confidence in the process. Digital traceability through CubiPiluliers also makes incident follow-up easier—something that was not possible before with paper records. The team is better equipped now that it has access to error statistics, as everyone can see how much they've improved and identify which types of errors are more likely to occur.

## Measured results, one year after installation

Blister Packs per Hour	Before the I-Vision	With the I-Vision	Improvement
Verification	10	20	100%
Assembly	10	15	50%
Cost Associated with Verification	101 400\$	40 000\$	61%

## Message from the owner

### Nathalie Lemonde, pharmacist and owner

“The I-Vision has transformed the way we work. It paid for itself very quickly, and above all, it has brought stability, security, and clarity to our operations. The pill dispensing process has become simple, safe, and efficient. I can finally focus on my role as a pharmacist. I would rate my customer experience 9/10.”



« Nathalie Lemonde »