



Case Study, Pharmacy Jean Coutu, Jean-Paul Mourad and Frederic Baker

How to regain peace of mind in the midst of a labor shortage?

Pharmacy Profile

Location: Riviere-Rouge, Quebec

Patients using pill organizers: 470

Previous method: Manual checks performed by pharmacists

Problem statement

Context

Before the installation of I-Vision, the team's verification methods were neither standardized nor clearly defined, which added extra steps and increased the complexity of checking pill organizers. There were significant differences in speed from one person to another, making the task of verifying pill organizers unpredictable, inconsistent, and highly sensitive to unexpected issues. Heavily impacted by the labor shortage, the owners were uncertain about their ability to deliver the pill organizers on time during the summer of 2024. This daily source of stress weighed heavily on them.

Why the I-Vision?

In the spring of 2024, the owners reviewed their options: investing in a pill organizer automation robot, outsourcing production to a central facility, or continuing to hire replacement pharmacists. All three options proved too costly and would inevitably compromise the pharmacy's profitability.

Frédéric Poirier, founder of Smartlab 3.0, reconnected with Jean-Paul Mourad and his team after having introduced the I-Vision device a year earlier. This time, the choice was clear for the owners: I-Vision was the simplest and most cost-effective solution for the pharmacy amid the labor shortage.

One month later, the pharmacy installed the I-Vision system along with the CubiPiluliers pill organizer management software.

Observed benefit

Reduced Fatigue

Previously, the verification process was draining, and any task completed afterward was unlikely to be productive. Now, technicians can check pill organizers for three hours and still perform well in other tasks afterward. The machine has also fostered greater accountability within the team. Everyone understands that someone must be at the verification station—without it, nothing moves forward. For pharmacists, task transitions are now smoother, making it easier to separate the administrative side of pill organizer management from the technical side. As Mr. Mourad reports: *“The errors made over the course of a year can be counted on one hand, and all were minor, anecdotal mistakes unrelated to the machine.”*

Stabilized Workflow

Before, the more heavily loaded the pill organizers were, the longer they took for technicians to verify. With I-Vision, pill organizers are checked at nearly the same speed, regardless of how full they are. The device has helped bring all team members to the same level, standardizing procedures and making pill organizer verification more predictable and formalized. It has also become much easier for pharmacists to plan vacations, maternity/paternity leaves, or absences, since production remains consistent. The days of evening overtime spent verifying pill organizers are now a thing of the past.

Measured results, one year after installation

Blister Packs per Hour	Before the I-Vision	With the I-Vision	Improvement
Pharmacists verification	30	44	46%
Technicians verification	18	33	83%
Assembly	18	22	22%

From the owner

Jean-Paul Mourad, Pharmacist-Owner

"I-Vision has been the most profitable investment for our pharmacy. It has given us stability and peace of mind when it comes to pill organizer production. I would rate my overall satisfaction at 9 out of 10."



« Jean-Paul Mourad »