



HID® DigitalPersona® Fingerprint Readers Drive Accountability, Efficiency and Accuracy Across 4500 Pharmacy Locations

THE CHALLENGE

A leading U.S.-based drug store chain with more than 4,500 locations sought a remedy to address pain points around burdensome passwords when accessing pharmacy systems. They also wanted a more modern identity authentication solution to reduce fraud at the point-of-sale (POS), while tapping into reliable, secure technology to improve workflows.

Prior to integrating biometrics, pharmacists and technicians used passwords to log onto their dispensing systems and throughout the prescription fulfillment process. However, as passwords can be easily shared or stolen, it was difficult to track who processed a specific prescription.

Additionally, remembering passwords was an ongoing nuisance: employees often needed to stop and reset them. Also, they were continuously required to type and re-type their passwords to access systems as they moved throughout their shift. This hindered productivity and reduced efficiencies among thousands of employees.

THE SOLUTION

Biometrics provide the most reliable identity assurance, and fingerprint is the most widely used biometric modality for identity authentication and verification due to its ease-of-use, speed, acute accuracy and cost-effectiveness. HID's DigitalPersona® fingerprint reader was selected for use across the drug store chain's thousands of pharmacies.

Pharmacists and personnel are required to log in to multiple systems many times per shift. HID DigitalPersona fingerprint readers eliminate the need for pharmacists and technicians to remember and tediously type passwords over and over. Since biometrics are unique to each individual and cannot be shared, the HID solution provides a level of personal accountability that is crucial when filling prescriptions, and results in the highest degrees of accuracy.

The HID DigitalPersona optical fingerprint reader boasts a compact footprint to fit in most desktop or shared workstation settings and can read a wide range of fingerprints – dry, wet, rough, wrinkled, etc. – making it an ideal biometric peripheral designed to meet the needs and demands around the healthcare industry's requirements.

RESULTS

Proving one's identity has never been easier. Fingerprints provide fast and easy identification using something that can't be forgotten, stolen or shared. Now, an employee uses his or her finger to log onto the drug store terminals. This process is all done with speed, accuracy and security by design.

Every task within the pharmacy prescription fulfillment process is authenticated with a fingerprint. Without cumbersome passwords, pharmacists and technicians are able to fill prescriptions faster, which translates to shorter lines, less wait time and better services for the customers.

The HID DigitalPersona solution was so successful in the pharmacies, the drug store chain expanded its use of fingerprint biometrics to all POS terminals – deploying more than 15,000 biometrically-enabled POS systems to extend the benefits of HID DigitalPersona technology throughout each location.

This use of fingerprint biometric technology ensures proof of presence, which also increases accountability. At the POS terminal, the use of managers' fingerprints to approve overrides or discounts means reduced fraud and less shrinkage. Additionally, since biometrics allow employees to efficiently log onto the POS terminal, they are able to assist store customers more quickly.

HID biometric solutions streamline the pharmaceutical workflow, help prevent fraud and enhance customer service. This expanded use of biometrics from the pharmacy to the POS has provided a positive outcome for both employees and management. As employees enjoy a streamlined process, management benefits from clear accountability in each transaction while the chain enjoys a reduction in fraud and an increase in productivity and customer satisfaction.



SOLUTION

HID DigitalPersona Fingerprint Readers

BENEFITS

- Improved Pharmacy Workflow
- Reduced Pharmacy & POS Fraud
- Added Convenience – No Username and Password to Remember or Reset
- Enhanced Employee Accountability with Proof of Presence
- Better Customer Service
- Support for Regulatory Compliance



hidglobal.com

North America: +1 512 776 9000 | Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +353 91 506 900
Asia Pacific: +852 3160 9800 | Latin America: +52 55 9171 1108

For more global phone numbers click here

© 2023 HID Global Corporation/ASSA ABLOY AB. All rights reserved.
2023-01-19-cc-eat-digitalpersona-pharmacy-pos-cs-en PLT-04517
Part of ASSA ABLOY